

Site facility /  
Capacity

Caves House / 100

Site facility /  
Capacity

Mountain Lodge / no common areas

# COVID SAFETY PLAN

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✓ Stay home if unwell & get tested

✓ Pre- Bookings are a condition of entry

✓ Use hand sanitiser and other cleanliness etiquettes

✓ Check travel restrictions -vulnerable communities may be nearby

## Wellbeing of staff & visitors

✓ A limit of 4sqm per person in communal areas and facilities

✓ Remain 1.5m apart where possible

✓ Masks are compulsory when in an indoor area of non-residential premises in NSW.

✓ Staff wear a mask at all times.

## Physical & social distancing

✓ Visitors to practice good hygiene

✓ Ventilation of rooms is increased where possible

✓ Commonly used surfaces are cleaned regularly

✓ All public areas are cleaned regularly

## Hygiene & cleaning

✓ All visitors, contractors & staff must register via the Service NSW QR code located around Jenolan caves precinct. Registration will be confirmed by staff members on entry.

✓ Vaccination status confirmed at time of booking and certificates are asked to be provided on check in.

## Record keeping

Please follow the latest rules and restrictions from  
NSW Health.

[www.nsw.gov.au/covid-19/rules](http://www.nsw.gov.au/covid-19/rules)



## Advice to staff and visitors

Jenolan Caves staff with respiratory symptoms or fever (>37.5°C) even if mild will immediately get tested for COVID-19 and place themselves in isolation until the results are known. Staff are aware of the leave entitlements if they are sick or require self-quarantine.

Visitors must not visit Jenolan Caves House if they have respiratory symptoms or fever (>37.5°C) even if symptoms are mild.

Staff are encouraged to be vaccinated if possible.

Visitors are required to be fully vaccinated (or hold an exemption certificate) to visit Jenolan Caves. You will be asked to produce your vaccination evidence. We encourage you to comply.

You do not have to produce your vaccination evidence however as it is a Public Health Order requirement, visitors will be refused entry.

## Cancellation Policy

A policy exists for guests who are required to cancel due to COVID-19 factors. We have a 24 hour refund and cancellation policy for accommodation bookings. With guests residing in areas affected by NSW Health orders, we are fully flexible.

## Physical Distancing

No shared or dormitory style accommodation is available for online sales at Jenolan.

## Reception area

Contactless check in / out is available. Markers are located on the floor where guests queue. Delivery of goods is contactless as much as possible. Gatherings are managed by seating outside reception area with 2 chairs per table. Tables are at a minimum 2 metres apart. Drop off / pick up is a 5 minutes parking zone.

Windows and doors will be open in public areas to increase ventilation.

## Compliance with this plan is a condition of entry

All areas at Jenolan Caves are required to have a Covid-19 Safety Plan. This plan will be displayed in buildings and communal areas. It will also be available on the Jenolan Caves, online booking platforms and linked to social media.

## Food Service

Cutlery and tableware are cleaned between each service. Menus are provided individually for customers to complete when ordering. There are no shared menus. Breakfast will be served on buffets, follow directional and distancing advice for all diners.

We are constantly evolving to make our F&B offerings comply latest health directives and make service safer.



## Staff preparation

Jenolan Caves staff follow the COVID-19 Risk Assessment series and job safety briefings. Staff must stay away from work if flu like symptoms develop. Meetings are held via Teams video where possible.

## Capacity

Site capacity will be managed through the Jenolan Caves booking system and monitored by staff. Concierge service set up at car park to manage numbers in the precinct. Visitors are encouraged to follow the 1.5m rule onsite.

## Communication

Jenolan Caves will communicate COVID-19 safe rules through onsite signage, information on the website and on social media at the time of booking.

## Communal areas

Communal areas include seating and toilet facilities. Physical distancing of 1.5 metres is encouraged. Markers are located on the floor where guests queue. Signs are located at entry and exit points. Lift has suggested numbers for maintaining social distancing.

Windows and doors will be open in public areas to increase ventilation.

## Vulnerable communities

Visitors must check travel restrictions to vulnerable communities through the NSW health website or NSW Police before travelling. Further information from [NSW Health](#).

## Hygiene facilities

Hand hygiene facilities will be available to visitors and staff. This includes soap and hand sanitiser.

## Amenities including bathrooms, BBQs and seating

Posters with instructions on how to wash hands will be displayed. Social distancing is encouraged in all amenities. Pool table is allowed to be used with sanitiser between players and wiping with sanitary wipes.

## Cleaning

Visitors are advised when booking and through the Jenolan Caves website that while normal cleaning practices will continue (in line with Health NSW advice), visitors are responsible for their own hygiene. Posters with instructions on how to wash hands will be displayed. Disinfectant is mixed at the appropriate strength and in accordance with manufacturers' instructions. Staff wash hands thoroughly with soap and water before and after cleaning. All commonly used areas are disinfected at regular intervals in the lobby.

Housekeeping team maintaining cleanliness in all rooms follow best practices. Chemicals used



are hospital grade disinfectants and stay over rooms are not cleaned when occupied to maintain social distancing between staff and guests.

### Personal protective equipment (PPE)

Jenolan Caves staff are issued with PPE to safely maintain facilities. Social distancing is required when engaging with visitors.

### Cash

Cash transactions are discouraged. Preferred payment is via card. Plastic barriers are installed at all transaction areas.

### Record keeping

Records of visitors will be maintained through the Jenolan Caves booking system. It is a condition of entry the names and contact details of all visitors are kept by the reservation holder for a minimum of 28 days. Records of workers and contractors will be maintained through existing rostering and procurement systems. Records must be kept for a minimum of 28 days.

QR Codes through Service NSW are in operation at Jenolan. All staff, visitors and contractors are required to check in on arrival and check out when departing. Processes are in place to check customer phones for the green tick to confirm they are checked in. Majority of bookings have been pre booked and contact details of all adults is recorded on CMS via accommodation or caves visits.

### NSW Health

Full cooperation will be given to NSW Health if contacted in relation to a positive case of COVID-19 at Jenolan Caves. Jenolan Caves will also notify SafeWork NSW on 131050.