

MEET WITH CONFIDENCE

CONFERENCES AND EVENTS COVID-19 PLAN

We're committed to making sure we deliver the same great event experiences for conference guests, that are safe, clean and flexible while meeting all Queensland Government restrictions and requirements. We've enhanced health and hygiene standards with new COVID-19 safe measures that form part of our new Hygiene Promise.

SAFE

Physical distancing:

- Markings to maintain physical distancing
- Seating capacities and floor plans set to ensure appropriate physical distancing in line with state government guidelines
- Creative food and beverage offerings served in line with QLD government guidelines
- Contactless check-in and Express check-out

Contact tracing:

- Event organisers are responsible to provide RACV Royal Pines with the contact details of all attendees for the purposes of contact tracing

Training:

- Onsite dedicated Hygiene officer now in place. Equipped with comprehensive up-to-date information ensuring all state government protocols are adhered to. This team member ensures that all protocols listed in our COVID-19 safe plans are put in place and maintained across all areas of the resort.
- All employees have undergone COVID-19 Awareness training. Both TAFE QLD Government training and RACV Specific

CLEAN

Cleaning protocols – in addition to our already high cleaning standards we have introduced an increased frequency and focus on high touch areas throughout the property.

- All shared equipment and meeting amenities will be cleaned before and after each use or single-use where possible
- Increased cleaning of public areas and the meeting room during the event breaks
- Wipes and sanitiser will be available in the meeting room
- Sanitizer stations available to guests upon entry and in public areas

FLEXIBLE

RACV Conference and Events team understand we are all in this together and we will continue to work with you should future relevant QLD government directives impact your event. Where possible we will provide:

- Flexible meeting spaces
- Flexible attrition and slippage rates
- Flexible contract terms
- Flexible pricing

For more information, view our Hygiene Promise at www.racv.com.au/covid-19/racv-resorts or contact your Sales & Events Team Member on royalpines_sales@racv.com.au or 07 5597 8424.

