



HOTEL SHAMROCK

BENDIGO

At the Hotel Shamrock our greatest matter of importance is to provide a positive experience for our customers and employees in a safe and healthy environment.

As a hotel that serves many customers each day, we have always and will always continue to take all the necessary steps and precautions as it pertains to upholding meticulous hygiene and cleanliness procedures and practices.

As the concern for COVID-19 continues to grow, we want to make our customers aware of the steps we have taken to maintain a clean & healthy environment for everyone that visits our hotel.

Steps we have taken:

- Continue to closely monitor updates from the Federal and State governments and our local government health department so we are informed.

- Constantly remind our employees of the recommended hygiene & health practices and preventative measures to take:

These include:

- o Wash hands with soap and water for at least 20 seconds
- o Use an alcohol-based hand sanitizer that contains 60-95% alcohol
- o Avoid touching eyes, nose and mouth with unwashed hands
- o Stay home if sick
- o Clean and disinfect objects and surfaces that have been touched
- o Cover nose and mouth while coughing or sneezing with a tissue, then immediately dispose of that tissue and then wash hands

We have:

- Posted an informational sheet in common areas listing tips for prevention and proper monitoring.
- Increased the frequency and extent of our cleaning & disinfecting practices, especially as it pertains to objects and surfaces that are routinely touched by customers.
- Informed staff to stay home if they feel ill
- Provided additional sanitizer stations in all areas of the hotel.

Our leadership, management and support staff are working carefully to encourage the above simple and effective actions in order to protect our community, staff and customers.

We encourage all our customers to also apply these preventive measures, as your health is of the utmost priority.

Gerard Rush – GENERAL MANAGER