

Coronavirus (COVID-19) health alert

CORONAVIRUS HEALTH INFORMATION LINE

Call this line if you are seeking information on novel coronavirus. The line operates 24 hours a day, seven days a week.

1800 020 080



**Wash your
hands**



**Use a tissue
for coughs**



**Avoid touching
your face**

At The Anchorage Hotel & Spa, our absolute priority is the health, safety and wellbeing of our guests and colleagues. Now, more than ever, due to the ever-evolving COVID-19 (Coronavirus) situation, we are focusing on our guest experience and ensuring we are adhering to the protocols from the world's leading health experts, including the World Health Organization and the Centers for Disease Control and Prevention (CDC). We remain vigilant about the health and safety of all our guests and colleagues, without compromising your guest experience.

Travel should be celebrated, as it brings joy to all of us. We have taken precautionary measures to ensure the wellbeing and safety of all our guests and colleagues and their families. Our commitment to health and cleanliness and delivering additional preventative measures will continue. We have elevated our already rigorous practices around food handling, sanitisation, disinfection and cleaning based on the international standards and, of course, we follow the direct instructions from the local health authorities. We have temporarily closed both of our restaurants including The Galley Kitchen and The Wild Herring as well as Moby's Bar and Spa Lucca. In-house guests will be able to enjoy our in-room dining service from their room or private balcony or verandah whilst enjoying views over the pristine waters of Port Stephens. During this time our in-room dining surcharge has been waived. To assist with safer travel, please find recommendations from these leading organisations to reduce potential exposure.

As you consider your upcoming travel plans, please review the current Government travel warnings from your home country, as well as for your destination. Please do not hesitate to contact us or your travel partner. We want to make your experience as seamless as possible.

We look forward to welcoming you to The Anchorage in the near future.

Thank you for your understanding and cooperation.

Ali Hnaien

Anchorage General Manager

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If you have travelled to a high risk zone or been in contact with anyone who has travelled to a high risk zone please avoid contact with others.

If you're feeling unwell contact the
Coronavirus Helpline 1800 020 080

OUR COMMITMENT

We have elevated our already rigorous practices around sanitisation, disinfection and cleaning based on the international standards and, of course, we follow the direct instructions from the local health authorities.

- The Galley Kitchen, The Wild Herring, Moby's Bar and Spa Lucca are temporarily closed until further notice
- In-house guests can enjoy the in-room dining service for breakfast, lunch or dinner from their room with the in-

room dining surcharge waived at this time

- Thorough and regular sterilisation of surfaces, including bathrooms, benches and all touch points such as door handles etc.
- All linen is laundered in-house under strict hygiene controls;
- Placing hand sanitisers at reception with supporting signage for guests and employees;
- Communication of good hygiene practices to members, guests and employees.

PATRON RESPONSIBILITY

- If you feel unwell with cold or flu like symptoms seek medical care early
- Wash your hands with soap and water before and after eating and after going to the bathroom;
- Avoid touching eyes, nose and mouth;
- Practice respiratory hygiene;

- Cover your cough and sneeze, dispose of tissues, and use hand sanitisers frequently;
- Maintaining social distancing;
- Stay informed and follow the advice given by your healthcare provider.

FURTHER INFORMATION

For further information on Coronavirus, visit:

Australian Government Department of Health [health.gov.au](https://www.health.gov.au)

Tourism Australia [australia.com/en](https://www.australia.com/en)