



The health and wellbeing of Members, guests and our communities remains our primary concern. To this end, the CHRG COVID-19 Customer Care Policy outlines general guidelines and responsibilities of CHRG Members and Guests, when visiting a CHRG venue.

**Visitor Arrival:** Patrons will enter CHRG venues through one point of entry only. Employees are not permitted to open the doors of cars or taxis, however, will be located at the front of the venue to welcome patrons. Patrons may be asked to be temperature screened and use hand sanitiser. All patrons will be required to sign in, so that in the event of contact tracing being required, the information will be quickly and readily available.

**Physical Distancing:** Patrons are advised to practice physical distancing by standing at least 1.5 metres away from other groups of people – while standing in lines, using elevators or moving around CHRG venues. Restaurant tables, gaming machines and other physical layouts have been arranged to ensure appropriate distancing. All CHRG venues comply with state-mandated occupancy limits. Visitors will observe stickers / decals on floors in zones that may lend themselves to queues (e.g. reception, bar and food service counters) advising of physical distancing requirements.

**Hand Sanitiser:** Hand sanitiser stations and dispensers have been placed at key patron contact areas such as reception and foyer areas, gaming floor, TAB areas, restaurant and café entrances, pro shop and gym floor. Patrons are encouraged to use these for their comfort and safety.

**Signage:** Health and hygiene reminders are located throughout the venues, including information about social distancing and recommended hygiene procedures. Patrons will see staff in blue “CHRG Customer Care” vests, monitoring social distancing, as well as regularly cleaning and sanitising the venue.

**Elevators & Escalators:** Designated “Customer Care” employees will be present to sanitise the button panels and handrails at regular intervals, at least once per hour. No more than one guest will be permitted per elevator in the fitness centre, or in the stairwell elevator at Castle Hill RSL. Two guests may be permitted in the elevators of Club Parramatta and the front of Castle Hill RSL.

**Restaurants and Bars:** Restaurants and bars will offer reduced seating capacities to allow for appropriate distances between each seated group and or party of guests. Cashless payments are preferred but not mandatory. No mingling is permitted at any bars or service counters. Members and Guests must be seated at all times, unless queuing for service or using bathrooms.

**Gaming Operations:** Machines will be turned on with the relevant allocation of chairs removed to allow for physical separation between visitors. Signage is also displayed on every second machine, explaining social distancing requirements. Members and Guests must be seated at all times, unless queuing for service or using bathrooms.

**Function Rooms & Spaces:** Meetings, functions and event set-up arrangements will allow for physical distancing between guests, based on NSW government recommendations. Members and Guests must be seated at all times, unless queuing for service or using bathrooms.

**Children’s Playground:** Handwashing and hand sanitation, before and after playground usage, is encouraged. All children using play equipment must be monitored by an adult who should observe social distancing. All other adults must be seated in dining zones while in the venue.

**Shows and Entertainment:** Any activities that encourage large gatherings that make physical distancing difficult, including shows and entertainment, will be postponed until further notice.

**Patron Health Concerns:** Patrons are kindly asked to stay home if they do not feel well. CHRG Management can effect the Exclusion Policy for any staff or patrons who are reasonably perceived to be unwell. Patrons with a confirmed case are asked to exclude themselves from the venues until they are medically cleared. If we are alerted to a presumptive case of COVID-19 at a venue, we will work with the NSW Health Department & Government to follow the appropriate actions recommended.