



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. All patrons will be required to scan the Service NSW QR code upon entry, so that in the event of contact tracing being required, the information will be quickly and readily available.

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.

Physical Distancing: Patrons will be advised to practice physical distancing by standing at least 1.5 metres away from other groups of people, not with them while standing in lines, using elevators or moving around CHRG venues. Restaurant tables, gaming machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to practice physical distancing by standing at 1.5 metres away from patrons and other employees whenever possible. All CHRG venues will comply with state mandated occupancy limits, removing excess furniture where appropriate. Government mandated capacity limits have been updated as of 29th March 2021 to be a maximum patronage of 1 person per 2 square metres (1:2 rule). This is consistent across both hospitality and fitness businesses.

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. 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 seating capacities to allow for appropriate distances between each seated group and or party of guests. Cashless payments are preferred but not mandatory.

Gaming Operations: Gaming areas will not exceed the 1:2 rule in respect to capacity. Customer care staff will patrol gaming areas to regularly sanitise and dissuade congregating around EGMs.

Function Rooms & Spaces: Meeting and function set-up arrangements will allow for physical distancing between guests in all meetings and events based on NSW government recommendations. As of 29th March 2021, there is no cap on numbers for weddings, wakes or other functions, as long as the 1:2 metre rule is observed. Dancing is also now allowed, as long as 1:2m rule is also observed on dance floors. All events must provide a COVID safety plan prior to the running of the event.

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.

Shows and Entertainment: All tickets for shows and entertainment must be purchased in advance to ensure safe distancing and adherence to capacity restrictions.