



TIMBERLINE SKI LODGE PTY LTD

35 The Avenue, Mt Buller

COVID19 OPERATING PLAN

All adult members and guests who wish to use Timberline must read this plan, download it and the Waiver form attached, and sign and date both at the bottom. Then scan or photograph the signed pages and email both to the Booking Secretary along with first names and contact phone numbers of all attending. The Booking Secretary will not provide the access code pad numbers until she receives those details and both signed documents. This Plan has been prepared in response to the Coronavirus COVID19 pandemic. It details the range of controls introduced, in addition to Timberline's normal operations, to minimize the health and safety risks to its members and guests during the 2021 snow season.

Service Victoria QR Code App.

Arriving members and guests must scan the Timberline Service Victoria QR code app on the front door of the Lodge prior to entering the Lodge or complete the paper based Lodge Entry Form located in the Lodge entry area if for some reason you are unable to scan in on the QR code app.

Compliance with Current Victorian COVID-19 Restrictions

Before leaving home, members and guests must familiarise themselves with the current Victorian COVID-19 restrictions found on the Victorian COVID-19 website -

<https://www.dhhs.vic.gov.au/victorias-restriction-levels-covid-19>

The former requirement for visitors to Victorian Alpine Resorts from Melbourne to have a COVID-19 test within 72 hours of leaving Melbourne no longer applies.

Face masks must be worn indoors, are recommended outdoors where social distancing of 1.5m cannot be maintained, and must be carried at all times.

Lodge Capacity, Usage and Bookings

Capacity is restricted to 20 persons in multiple booked groups. Maximum density allowed in all rooms and areas is shown on the signage in each room and area.

Members or guests must not attend the Lodge if any of the following apply-

- They have been infected with COVID19 and have not recovered and are not clear of the infection.
- They have recently returned from overseas and have not been through the required quarantine/isolation period and have not tested negative for COVID19.
- They are subject to a quarantine notice, self-isolation notice or similar.
- They have or may have been in contact with a known infected person and have not tested negative for COVID19 after the end of the incubation period (nominally 14 days).
- They are unwell and/or are showing symptoms of COVID19 and have not tested negative or those test results are not yet available.

Further usage guidelines –

- All members and guests should, where possible, undertake a system of COVID 19 self-assessment prior to leaving home which includes whether or not they have a fever and that their temperature is not above 37.5 degrees Celsius. Stay at home if you feel unwell. The Booking Secretary will contact you 24 hours prior to a booking to request you to do this.
- Only Group members may enter the Lodge. Group members must not allow any visitors, friends or

non Group members to enter the Lodge at any time. However tradesmen required to carry out essential on site repairs may enter the Lodge.

- People delivering food or other items for members or guests are not permitted to enter the Lodge. Members or guests are to arrange collection outside the Lodge.
- Contractors and other workers carrying out essential repairs or required works on site may enter the Lodge. If a contractor or other worker attends for longer than 15 minutes the person who admits them must record in the visitor register in the lobby their first name and contact number, the date and time they attended, and the rooms or areas they accessed.
- Members and guests are encouraged to download the CovidSafe app.
- Persons exhibiting any COVID19 symptoms prior to arrival at Timberline must not enter the Lodge. Members or guests with a booking and who exhibit COVID19 symptoms prior arrival or who are unwell or need to self-isolate are to contact the Booking Secretary to cancel their booking and obtain a full refund.
- If an occupant starts to feel unwell and exhibit the symptoms of COVID19, they should self-isolate to their bedroom and advise their Booking Group Leader. The Booking Group Leader will coordinate with the person how and when they are able to get tested within Mt.Buller. (Advice can be obtained from the Coronavirus Hotline on 1800 675 398 for more information about testing)
- If a member or guest is found to test positive to COVID19: the Booking Group Leader and Booking Secretary are to be informed; they are to inform the Mt.Buller Resort Management Board; the infected person (and their close/family) are to remain in isolation while arrangements are made to transfer them either home or to appropriate medical care; Timberline will work with DHHS and follow directions as required.
- If there is a positive case it is anticipated the Lodge will then need to close for a period of time for a deep cleaning and will follow advice from DHHS about reopening.

Booking Group Leader

The person who made the Lodge booking is responsible for ensuring that the members of his/her booking group comply with the Timberline Covid 19 Safe Operating Plan. The Booking Group Leader shall be responsible for making sure that the members of his/her booking group have read and fully understand the Timberline Covid 19 Safe Operating Plan, and for rostering his/her group for the use kitchen and dining areas) and ensured that tasks such as cleaning, garbage removal are completed.

Maintain Good Personal Hygiene

All occupants must practise good personal and hand hygiene at all times. Hand sanitiser is provided at various locations around the Lodge. Occupants must wash hands regularly and thoroughly with warm water, sanitise their hands regularly and in particular when entering the Lodge and common areas like the lounge, locker room and drying room. Manage your clothing and equipment to limit contact with others.

If you need to sneeze or cough, please ensure that you cover your mouth with a tissue or elbow and dispose of the tissue immediately, wash your hands, and avoid touching your face.

Maintain Social Distancing

As far as possible, lodge occupants should exercise social distancing by ensuring those 1.5 metres from other Lodge occupants is maintained. Do not shake hands or make physical contact with other people in the Lodge.

The number of people in a room area should not exceed the density quotient (1 person for every 4 m²).

Undertake cleaning and disinfecting.

Regularly clean and disinfect high touch areas.

Keep your bedrooms clean.

Thoroughly clean and disinfect common areas as scheduled.

Entrance Lobby/Foyer

Scan the Timberline Service Victoria QR code app on the front door of the Lodge prior to entering the Lodge or complete the paper based Lodge Entry Form located in the Lodge entry area if for some reason you are unable to scan in on the QR code app.

Hand sanitiser and hand wipes are available in the lobby area for use by everyone entering the lodge.

Members and guests must not enter the Lobby/Foyer if this will exceed the maximum capacity.

Ensure that high touch areas, including the access code pad, door handles, light switches and the bench are cleaned and disinfected 3 times a day; in the morning, lunchtime and evening.

Upstairs Toilet

The upstairs toilet must not be used at any time. Group members must only use the facilities in their allocated bedroom.

Drying Room and Ski Room

Each bedroom is allocated a dedicated space in the drying room, and members and guests must only use their designated space.

The only items permitted in the drying room are outwear jackets and pants, ski boots and wet gloves (wet gloves must be sanitised before they are brought into the drying room.)

Outerwear or boots that have been in contact with others should be sanitised with a disinfectant wipe before being put into the drying room.

All other equipment including goggles, helmets, face wear and dry gloves must be taken and stored in bedrooms.

Only one group should use either of these rooms at a time.

Members and guests must not enter the ski room if this will exceed the density quotient. Members and guests should nominate one person from their group to transfer skis / boards from outside the lodge and into / out of the ski room.

Ensuites

Ensuites will be stocked with hand soap and bathroom cleaning and disinfectant materials.

Occupants must undertake a wipe down process prior to and after each use.

On the day of departure, occupants are required to clean and disinfect all hard surfaces (including showers, sinks and bathroom surfaces) under the cleaning protocols below.

Bedrooms

Members and guests can only share bedrooms with people with whom they have booked. Members of separately-booked groups must not share bedrooms.

Members and guests must bring their own pillow covers and bottom sheets (even if using sleeping bags) and remove all that bedding upon departure. On the day of departure occupants must put all linen in a bag, remove the bag and all belongings from the room, clean and disinfect the room under the cleaning protocols below and finally and lastly vacuum the room.

Dining Area

Dining tables and chairs and the bench must be wiped down with a disinfectant wipe before and after eating and immediately after any spillage. Chair seats must be vacuumed once a day.

The 1.5m rule will apply and tables must be configured and spaced to achieve social distancing (other than family groups, who may sit at the same table without the social distancing rules applying).

People who are not part of the same group are not permitted to have a meal together.

Where possible the number of people at a table is to be limited to 6 persons.

Meals are to be consumed in a timely manner and members and guests must not linger beyond their allotted timing, so that the area is available for others.

Kitchen

The kitchen and dining room use times shall be as per a kitchen/dining room roster system. The kitchen must only be used by one group at a time and the maximum capacity observed. Kitchen times will be on the available times and a 'first in' basis. The completion and management of the kitchen/dining room roster shall be the responsibility of each Group Booking Leader.

Members and guests will be encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.

Members and guests must sanitise their hands before entering the kitchen.

Members and guests are encouraged to bring pre-prepared meals or arrange take-away to minimise use of the kitchen.

Kitchen users must clean and disinfect using disposable gloves (which Timberline will supply) as follows-

1. Before you begin cooking - wipe down with a disinfectant wipe all hard surfaces and high touch areas including bench tops, taps, all cupboard handles and knobs, stove top, oven/microwave and dishwasher controls, splash back and fridge handles. Dining tables and chairs must also be wiped down before and after eating.
2. After Cooking - All used crockery, cutlery, pots and pans cleaned and replaced in storage, or in the dishwasher.
3. Finish - Commence with a cleaning process using the cleaning spray provided to remove all food matter, dirt and grease and then undertake the wipe down process with disinfectant wipes in the same way as you did before cooking. Do not leave any cooking appliances, plates, cutlery or saucepans on work benches, sink or drainer.

The coffee machine must not be used.

Store food, refrigerated and freezer items only on shelves corresponding to room letters.

Bring your own salt, pepper, sugar, condiments, oils, sauces, tea, coffee, cocoa and the like as communal supplies must not be used.

Do not use any cloth type tea towels - only paper towels or chux wipes which Timberline will supply should be used.

All allocated shelves and fridge space must be wiped down with a disinfectant wipe at the start and end of a stay.

Lounge

The 1.5m rule applies and sofas and chairs must be configured and spaced to achieve social distancing (other than family groups, who may sit together without the social distancing rules applying).

Following use of the lounge members and guests must wipe down with a disinfectant wipe any spillage and high touch or hard surfaces with which they have been in contact.

Fireplace equipment including poker and fireguard must be wiped down after handling.

Laundry

Laundry facilities may be used by one person at a time. Laundry from different groups may not be mixed in the trough, washing machine or dryer. Washing must be in hot water with laundry detergent or soap.

Games Room

The 1.5m rule will apply and tables and chairs must be configured and spaced to achieve social distancing (other than family groups, who may use the games room without the social distancing rules).

applying). Following use of the games room, members and guests must wipe down with a disinfectant wipe any spillage, high touch or hard surfaces with which they have been in contact. The billiard table and the table tennis table must not be used.

LODGE CLEANING PROTOCOLS

Definitions:

Cleaning. Use detergents to physically remove germs, dirt and organic matter from surfaces. Cleaning does not kill viruses, but reduces the amount that can be transmitted.

Disinfecting&Sanitising. Uses chemicals to kill viruses on surfaces. It is important to clean before disinfecting, because organic matter and dirt can reduce the ability of disinfectants to kill pathogens.

Two Step Cleaning and Disinfecting. A physical clean using detergent and water followed by a clean with a disinfectant solution.

WipeDown. Means using a disposable disinfectant wipe to wipe down a surface before discarding the wipe. This includes:

Bathrooms: Wipe down all hard surfaces, including tiles and splash backs, vanities, bench top and taps, mirrors, toilet cisterns, seats and covers, shower screens and shower taps.

Kitchen: Wipe down all hard surfaces including tiles and splash backs, bench top, sinks and taps, cupboards and handles, appliances including stoves, ovens, fridges etc.

Preparation

Wash your hands using soap and water and dry with paper towel before and after undertaking any cleaning.

Use a hand sanitiser before putting on and after removing gloves.

Use disposable gloves.

Avoid touching your face, mouth, nose, or eyes.

Dispose of gloves in a leak proof plastic bag.

Routine Cleaning

All common or shared areas of the lodge must be cleaned once a day.

Routine Cleaning is to follow the 2-step process.

High Touch Cleaning

Frequently touched surfaces are to be cleaned with a disinfectant wipe down multiple times a day and immediately after spillage.

Special attention and frequent cleaning and disinfecting is to be given to high touch surfaces like handrails, windows, wall heater knobs, tabletops, door handles, light switches, desks, toilets, taps, kitchen surfaces and cupboard handles.

ATTACHMENT

I have read, understood and will comply with the Timberline Ski Lodge COVID19 Operating Plan.

Member/Guest _____ Date ____/____/_____

Mobile Phone Number _____

Signature _____

THIS SECTION AND THE LIABILITY WAIVER ATTACHED MUST BE SIGNED, THEN SCANNED OR PHOTOGRAPHED, AND SENT BY EMAIL WITH THE NAMES AND PHONE NUMBERS OF ALL ATTENDING TO THE BOOKING SECRETARY BEFORE LODGE ACCESS CODE WILL BE PROVIDED.

WAIVER OF LIABILITY

1. Timberline Ski Lodge Pty Ltd ("the Club") has put in place a number of preventative measures to reduce the spread of COVID19.
However, the Club cannot guarantee that you, your guests or anyone else will not become affected by COVID19. Further, attending the Club could increase your chance of contracting COVID19.
2. You must ensure that you and all your guests comply with all COVID19 requirements including the Club's COVID19 Plan.
3. Any breach or non compliance with any COVID19 requirements may lead to a direction being issued to you and/or your guests to immediately leave Timberline. If so, you must comply with it.
4. By signing this form you agree to the above conditions and also acknowledge the contagious nature of COVID19. You voluntarily assume the risk that you or your guests may be exposed to or affected by COVID19 by attending Timberline and acknowledge that the exposure may cause personal injury, illness, permanent disability or death. You further understand that the risk of becoming exposed to or infected by COVID19 at Timberline may result from the actions, omissions or negligence of yourself or others including Club employees, agents and representatives.
5. You release and discharge the Club, its employees, agents and representatives from any claims including liabilities, actions, damages, costs or expenses arising from you or your guests' attendance at Timberline. You understand and agree that the release includes any claims from acts, omissions or negligence of the Club, its employees, agents and representatives whether the COVID19 infection occurs before, during or after attendance at Timberline.

Member/Guest _____ Date ____/____/_____

Mobile Phone Number _____

Signature _____