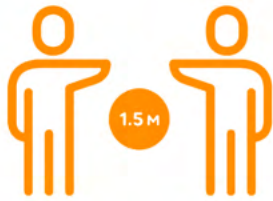


Our COVIDSafe Plan

Rules for our customers



Ensure you maintain 1.5m distance from each other where possible. If it is not possible ensure you minimise the time as low as is possible



Please sanitise your hands upon entry into the venue, when requested by our COVIDSafe Marshals and frequently throughout your session



All people inside our venue are required to wear a face mask if they are a requirement of the current open premises directions, unless exempt [E.g., under 12 years old]



All people who enter the venue are required to check in using the Victorian government QR code and to show evidence of full Covid-19 vaccination (if they are a requirement of the current open premises directions, unless exempt)

We appreciate your support and patience

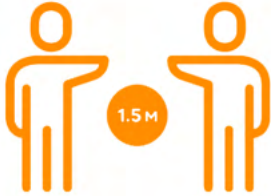
Please be patient and respect our staff. They are working hard to create a safe, fun and inclusive environment for all to enjoy. They did not choose these rules but they are required to enforce them.

If you have any questions please contact us at admin@hardrock.com.au



Our COVIDSafe Plan

Rules for our employees



Our employees must keep 1.5m distance from other employees and customers where possible



All employees will sanitise their hands when they enter the venue, and frequently throughout their shift



All employees inside our venue are required to wear a face mask if they are a requirement of the current open premises directions, unless exempt. Masks may be removed for the purpose of providing safety instructions



All employees who enter the venue are required to check in using the Victorian government QR code. All employees working in the venue are required to provide evidence of full Covid-19 vaccination and this be stored in their employee file



All our employees are COVIDSafe marshals and are responsible for ensuring our venues maintain a positive COVIDSafe culture. All employees have completed the Federal governments infection control training and signed a COVIDSafe Marshal code of conduct



All employees are required to acknowledge they are well to work and free from Covid-19 symptoms prior to beginning each shift.

Our COVIDSafe Plan

Rules for our venues



We are adhering to strict venue capacity requirements as per the Victorian Governments open premises directions. This information is displayed at the entrance to our venues



We have sourced and provided multiple hand sanitiser stations throughout our venues



We are following strict internal procedures for cleaning and sanitising all frequently touched surfaces within our venues

[note – sensitive climbing equipment may not be possible to sanitise]



We are ventilating our spaces as much as possible through the use of natural airflow and air conditioning systems



Our COVIDSafe Marshals

We have introduced COVIDSafe Marshal responsibilities to all of our employees. They have all completed the Federal governments infection control training in addition to in house company training on our specific COVIDSafe procedures.

Staff at the front desk will be responsible for checking contact tracing QR codes and proof of vaccination status (If required by the active open premises directions)