



Moama on Murray Resort Cleaning Protocols

Cleaning Products and Protocols: We take standards for hygiene and cleanliness very seriously to ensure the safety of our guests, staff, and visitors. Daily, our staff work to ensure that they meet the most up to date guidelines approved by the Australian Environment Protection Agency on hygiene and cleaning. Our Resort's health and safety measures are designed to address a broad spectrum of viruses, including COVID-19 and illnesses including gastroenteritis. These protocols include everything from handwashing hygiene and cleaning product specifications to guest villas and common area cleaning procedures.

Definitions: -

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water.

Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing $\geq 70\%$ alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in).

- **Guest Rooms:** Villas use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- **Public Spaces:** our staff have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the pool gates and fences, door handles, and room keys.
- **Back of House:** In the spaces where associates work "behind the scenes," our resort is increasing the frequency of cleaning and focusing on high-touch areas like associate entrances laundry rooms and offices.

Event Notification: If we are alerted to a case of COVID-19 at one of our hotels, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and associates. We undertake an additional cleaning and disinfecting protocol of the common areas of the complex as well as the areas we know the guest has been during their stay. In addition, management seals the guest's villa/yurt (e.g., preventing entry by staff or others) and undertakes a room recovery protocol that is designed to disinfect everything in the room including sanitizing the air.