



CASTLEREAGH

Boutique Hotel

Coronavirus Update & Preventative Measures for Guests

As a valued guest and partner, we want to assure you that we have kept abreast of the developments in relation to COVID-19 and will continue to do so through the official information being made available by our health authorities and government agencies.

We are taking additional steps and have implemented more preventative measures with increased frequency in cleaning public areas throughout the day, the number of hand sanitisers in different locations across the building has been increased, and we provide personal protection equipment and education for staff regarding the virus.

All our guests can be assured, that we will do our utmost to provide a clean and healthy environment.

What are the Obligations of Guests When they Stay?

1. If you are sick or have symptoms you must refrain from entering the Hotel and self-isolate for a period of 14 days - if you develop a fever, cough, sore throat or shortness of breath, you should seek medical attention.
2. Guests may not gather in groups of more than 2 people within public areas in the hotel and must maintain a distance of 1.5 metres from others.
3. Wash your hands frequently, covering your coughs and sneezes with your elbow or a tissue, put tissues straight into a bin, avoid touching your eyes, nose and mouth.

Changes to Bookings

For guests with existing individual reservations, including reservations with non-cancellable, **pre-paid rates made directly with our Hotel**, we will allow changes or cancellation without a charge up to 24 hours prior to arrival as long as the change or cancellation is made by 30 April 2020.

For guests **making new individual reservations** directly with our hotel between today and 30 April 2020, we will allow those reservations to be changed or cancelled at no charge up to 24 hours before a guest's scheduled arrival date.

We are committed to maintaining a 24 hour Reception service for your safety. Please dial 9 for Reception if we can assist you during your stay.

Yours sincerely,

Paul Brasch
General Manager - NSW Masonic Club and Castlereagh Boutique Hotel