



2021 ALKIRA SKI CLUB COVID 19 Plan, Operational guidelines, and conditions

What you need to know about coronavirus (COVID-19) – from www.health.gov.au, The Department of Health regularly reviews these.

COVID-19 is a respiratory illness caused by a new virus. Symptoms include fever, coughing, a sore throat and shortness of breath. The virus can spread from person to person, but good hygiene can prevent infection.

Symptoms	How it spreads	Who is most at risk?	Protect yourself and others	High-risk settings include:
Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly.	The virus can spread from person to person through:	In Australia, the people most at risk of getting the virus are: travellers who have recently been overseas	Everyone must do the following things to slow the spread of COVID-19 and protect those who are most at risk.	Rural and remote Aboriginal and Torres Strait Islander communities
People with coronavirus may experience:	close contact with an infectious person (including in the 48 hours before they had symptoms)	people in group residential settings	public gatherings	boarding schools military bases (including navy ships) that have live-in accommodation
Fever, chills, runny nose	contact with droplets from an infected person's cough or sneeze touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person	those who have been in close contact with someone who has been diagnosed with COVID-19 people in correctional and detention facilities	good hygiene	aged and residential care facilities
coughing, a sore throat and fatigue	- and then touching your mouth or face	people 50 years and older with one or more chronic medical conditions people 65 years and older with chronic medical conditions	self-isolation	detention centres or correctional facilities
shortness of breath, loss of smell		people 70 years and older people with compromised immune systems	social distancing	People with mild symptoms may be tested in certain geographical areas.

Please Note: - If you are in any doubt as to your COVID19 status please arrange to be tested prior to coming to the lodge.

- If you do not have any symptoms, you should still protect yourself and others.
- COVID-19 is a new disease, so there is no existing immunity in our community. This means that COVID-19 could spread widely and quickly.
- At this stage the risk to children and babies, and the role children play in the transmission of COVID-19, is not clear.
- There is limited evidence at this time regarding the risk in pregnant women.

National Coronavirus Helpline 1800 020 080

There is no treatment for COVID-19. Medical care can treat most of the symptoms. **Antibiotics do not work on viruses.**



Contents

Contents

2020 ALKIRA SKI CLUB COVID 19 Plan, Operational guidelines, and conditions	1
1. Purpose	3
1.2 Reference Materials	3
1.3 Plan Amendments	3
2. COVID SAFE CONTROLS	3
2.1 Maintain good personal hygiene	3
2.2 Maintain social distancing	4
2.3 Undertake cleaning & disinfecting	4
3. LODGE CAPACITY & USAGE	4
3.1 Lodge Members	4
3.2 Lodge Visitors	4
4. LODGE MANAGEMENT	4
4.1 Lodge Manager	4
4.2 Lodge Bookings	5
4.3 Lodge Occupancy records	5
4.4 Bookings with COVID Symptoms	5
5. LODGE OPERATIONS	5
5.1 Check In	5
5.2 Check Out	6
5.3 On arrival	6
5.4 Signage	6
5.5 Room Plans	6
5.5.1 Lodge Entry / Exit	6
5.5.2 Ski Room – Foyer	6
5.5.3 Drying Room	6
5.5.4 Laundry	6
5.5.5 Bedrooms	7
5.5.6 Bathrooms	7
5.5.7 Kitchens	7
5.5.8 Dining Areas	7
5.5.9 Lounge Areas	7
6. CLEANING AND DISINFECTING	8
6.1 Definitions	8
6.2 Cleaning	8
6.2.1 Preparation	8
6.2.2 Routine Cleaning	8
6.2.3 High Touch Cleaning	8
6.3 Lodge Cleaning Schedule	9
6.3.1 Cleaning Checklists	9



6.3.3	COVID Response Deep Clean	9
7.	COVID CASE.....	9
7.1	Person Exhibiting Symptoms.....	9
7.2	Isolation Procedure.....	9
7.3	Infection confirmed positive.....	9

1. Purpose

Alkira Ski Club Inc owns and operates a Ski Lodge known located at Mt Buller. The club provides accommodation services to its members, their families and guests. The club is governed by a committee which is elected by its members.

This COVID-19 Safe Operating Plan (CSOP) has been prepared in response to the Coronavirus COVID-19 pandemic. This plan details how the club will introduce a range of controls in addition to its normal operations to minimise the health and safety risks to its members and guests who are accommodated in Lodge during the 2020 snow season.

1.2 Reference Materials

This plan has been prepared in accordance with Victorian Government directions and guidelines that are in place at the time of writing. The main reference documents include:

- Victoria Health and Human Services coronavirus (COVID 19)

[Department of Health and Human Services Victoria | Coronavirus \(COVID-19\) \(dhhs.vic.gov.au\)](https://www.dhhs.vic.gov.au/coronavirus)

- Hospitality Industry Guidelines for coronavirus (COVID-19) -

[Hospitality — food and beverage services sector guidance | Coronavirus Victoria](https://www.dhhs.vic.gov.au/hospitality)

- Tourism Industry Guidelines for coronavirus (COVID-19) -

[Tourism and accommodation services sector guidance | Coronavirus Victoria](https://www.dhhs.vic.gov.au/tourism)

1.3 Plan Amendments

This CSOP will take effect from the time of opening on Friday, 11 June 2021 and will be revised as required to respond to further restrictions, or easing of restrictions, by the Victorian Department of Health and Human Services (DHHS).

No changes are to be made to these guidelines or the Clubs operations without the written direction of the Committee. The Committee will continue to remain up to date with any change to directions and guidance and will approve any amendments when they believe they are appropriate.

2. COVID SAFE CONTROLS

In support of government guidelines and directions the Committee has identified the following actions which all members and guests are required to follow while within the lodge:

2.1 Maintain good personal hygiene

- wash hands regularly and thoroughly with warm water
- disinfect hands regularly
- cover mouth with elbow when coughing or sneezing
- manage your clothing and equipment to limit contact with others



-
- stay at home if you feel unwell

2.2 Maintain social distancing

- limit personal Contact
- maintain at least 1.5m from other people wherever possible
- control the number of people in a room/area in accordance with the density quotient (1 person for every 2sqm).
- limit organising events and social gatherings where possible

2.3 Undertake cleaning & disinfecting

- Regularly clean and disinfect high touch areas
- Keep your bedrooms clean
- Thoroughly clean and disinfect common areas as scheduled

3. LODGE CAPACITY & USAGE

The Maximum lodge capacity - 54 Persons – (This will be reviewed and communicated asap if changes occur)

The Lodge is required to restrict capacity during the COVID pandemic. These restrictions apply to the building as a whole, and to each of the rooms and areas within it. The Committee has determined these capacities in accordance with the following points, and the results are included in Annexure 1 - Lodge Capacity:

- The capacity of the total building has been determined by the size of the common areas and bedrooms.
- There are limits to the number of occupants in a bedroom. These vary for families who live together and for groups who do not.
- There are restrictions on how and when areas within the lodge can be used including the drying room, bathrooms, kitchen, and dining room.

3.1 Lodge Members

Members or guests are not permitted to visit 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 been or 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 expiration 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.

3.2 Lodge Visitors

- Visitors will be permitted within the lodge under the conditions of this CSOP
- Contractors and other workers are permitted to undertake required works.
- 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.
- Members can collect ski gear from the ski locker area at any time, provided the lodge master is contacted, phone number will be displayed on the lodge entry door.

4. LODGE MANAGEMENT

4.1 Lodge Manager



The Lodge Manager is responsible for the daily operations of the lodge including:

- Overall responsibility for the management of the CSOP.
- Lodge inductions and explanation of new CSOP to members and guests
- Managing capacity within the building and rooms/areas.
- Rostering facilities (kitchen, dining areas) and tasks (cleaning, garbage removal)
- Maintaining lodge occupancy records including names, numbers and times.
- Undertaking cleaning inspections to ensure processes are completed as required.
- Maintaining supplies of all cleaning, sanitising and signage products.
- Managing heating and ventilation to maximise the introduction of fresh air.
- The Manager has the authority to sanction members and guests should they wilfully disregard the rules and the safe operations of the Lodge.

4.2 Lodge Bookings

- Bookings will only be accepted through the Alkira website, the Booking Officer will determine if they can be fulfilled in accordance within the capacity Limits.
- The Booking Officer will provide each family or group making the booking with an electronic copy of this CSOP. The information provided will outline the requirements of the CSOP and how it will apply to them during their stay at the Lodge including:
 - arrival/departure times,
 - guest supplied items,
 - cleaning protocols,
 - shared duties,
 - catering requirements and lodge supplied items.
 - QR code scanning rules
- The Booking Officer will record the full contact details of all confirmed bookings including names, addresses, phone numbers and emails.
- All members and guests are encouraged to download and activate the COVID Safe App.

4.3 Lodge Occupancy records

- Maintaining lodge occupancy records including names, numbers and times will be managed via the lodge Vic Gov QR code
- All members and guest will be required to scan the QR code once per day for the duration of their stay
- All visitors will be required to scan the QR code when entering the lodge

4.4 Bookings with COVID Symptoms

Persons exhibiting any COVID symptoms prior to check in are unable to enter the Lodge. Members or guests with a booking and who exhibit COVID symptoms prior to arrival are to contact the Booking Officer to cancel their booking and obtain a full refund.

5. LODGE OPERATIONS

5.1 Check In

- Check in can occur from 5-10 pm each day, so that the Lodge Manager can provide an induction and explain the COVID Safe protocols.
- Members and guests arriving outside these times may be unable to access the lodge until it is ready.
- Arriving members and guests must scan the QR code to record their arrival date and time. Members and guests who do not have a mobile phone will be required to record their arrival date and time in the lodge visitor's book



5.2 Check Out

- Check out and departure must occur by 5pm to allow time for cleaning, disinfecting, and preparing rooms for incoming guests.
- Members and guests are required to remove all luggage from the premises by 5pm.

5.3 On arrival

- Hand sanitizer should be used when entering the lodge.
- Arriving visitors must scan the QR code to record their arrival date and time
- Any person displaying COVID symptoms (temperature, coughing, sore throat, tiredness) shall not be allowed to enter the lodge and shall be advised to return home and seek medical advice.
- Visitors will be required to read and comply with the CSOP located at the front of the lodge adjacent to the hand sanitiser.

5.4 Signage

Signage will be installed throughout the lodge to assist in educating and reminding people of their COVID responsibilities.

5.5 Room Plans

5.5.1 Lodge Entry / Exit

Entry Foyer capacity - 18 persons

- At the main entrance, signage will include:
 - "Members & guests only, no visitors"
 - "Do Not Enter if unwell"
 - "Please use hand sanitizer"
 - "Please wash your hands regularly and at all times before leaving your room"
 - "Please strictly observe the established social distancing protocols of 1.5 metre spacing and number limits displayed in common area rooms"
 - "Please do not visit other bedrooms".
- Hand sanitizer will be provided at the entry foyer for use by everyone entering the lodge.
- Guests must not enter the foyer if this will exceed the maximum capacity.

5.5.2 Ski Room – Foyer

Ski Room foyer capacity included in the entry/exit capacity in section 5.5.1 above

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

5.5.3 Drying Room

Drying Room capacity - 6 persons

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

5.5.4 Laundry

Laundry capacity - 1 person

- Disposable gloves will be provided for use while undertaking washing and cleaning in the laundry.



-
- Hands should be washed and sanitised immediately after using gloves.
 - The washing machine and dryer shall only be used by one bedroom at a time.
 - The outside surface of the washing machine, dryer, bench and laundry trough must be cleaned and disinfected after each use, as well as any other surfaces or switches touched.

5.5.5 Bedrooms

Bedroom capacity – Refer to Annexure 1 - Lodge Capacity Table Occupancy

- Bedroom occupancy will be determined at the time of booking and no changes are to be made without approval from the Manager or Booking Officer, at their discretion.
- Bedrooms must only be occupied by the people who have booked them, and people are not permitted within bedrooms that they have not booked.
- Signage will be installed within each bedroom advising to regularly wash hands with soap and water for 20 seconds.
- On the day of departure, occupants are required to clean and disinfect their rooms in accordance with the cleaning guidelines and checklist.
- Following departure, the Lodge Manager is to undertake a cleaning inspection to check that all tasks have been completed in accordance with the cleaning instructions.
- If guests do not clean and disinfect their room as required, the Manager may arrange for the room to be thoroughly cleaned prior to the next check-in and charge the responsible guests accordingly.

5.5.6 Bathrooms

- Bathrooms will be stocked with hand soap and bathroom cleaning and disinfectant materials.
- Occupants are required to undertake a “wipe down process” prior to and after each use.
- On the day of departure, occupants are required to clean and disinfect their bathroom in accordance with the cleaning guidelines and checklist.

5.5.7 Kitchens

Kitchen capacity - 10 persons

- Members and guests will be encouraged to bring pre-prepared meals or arrange take away to minimise use of the kitchen.
- Hand sanitizer and disposable gloves are to be available within the kitchen area.
- Prior to commencement of cooking the station/area is to be wiped down with a disinfectant wipe.
- All cooking utensils are to be either washed and sterilized after meal preparation, or set aside for washing promptly after the meal is finished.
- On completion of the meal, all remaining dishes and cooking equipment are to be rinsed and washed in the sink using hot soapy water or in the high-speed commercial sterilizing dishwasher (preferred)

5.5.8 Dining Areas

Dining area - 45 persons

- Hand sanitizer is to be available within the dining area.
- Meals are to be consumed in a timely manner and members and guests are required not to linger, so that the area is available for others.
- Tables, chairs, bench seats are to be wiped down with a disinfectant wipe immediately following after dining has concluded.

5.5.9 Lounge Areas

Stirling Lounge - 18 persons

- Hand sanitizer is to be available within the lounge area.



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

Chamois Lounge – TV Room

Games Room capacity - 14 persons

- Hand sanitizer is be available within the lounge area.
- Following use of the lounge members and guests are required to wipe down with a disinfectant wipe any spillage, high touch or hard surfaces which they have been in contact with.

6. CLEANING AND DISINFECTING

Cleaning and disinfecting is a critical control, and these protocols have been developed to minimise the risk of contamination of surfaces.

6.1 Definitions

- **Cleaning.** Uses detergents to physically remove germs, dirt and organic matter from surfaces. Cleaning does not kill germs, but reduces the amount that can be transmitted.
- **Disinfecting & sanitising.** Uses chemicals to kill germs on surfaces. It is important to clean before disinfecting, because organic matter and dirt can reduce the ability of disinfectants to kill germs.
- **Wipe Down.** 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 & taps, mirrors, toilet cisterns, seats and covers, shower screens and shower taps.
 - Kitchens. Wipe down all hard surfaces including tiles and splash backs, bench top, sinks & taps, cupboards and handles, appliances including stoves, ovens, fridges etc.

6.2 Cleaning

6.2.1 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 removing gloves.
- Use disposable gloves.
- Avoid touching your face, mouth, nose, or eyes.
- Follow the directions on the containers, including appropriate use of PPE.

6.2.2 Routine Cleaning

- All common or shared areas of the lodge are to be cleaned once a day.

6.2.3 High Touch Cleaning

- Common and frequently touched surfaces are to be cleaned with a disinfectant wipe down multiple times a day
- Special attention is to be given to surfaces such as handrails, windows, wall heaters, tabletops, door handles, light switches, desks, toilets, taps, TV remotes, kitchen surfaces and cupboard handles.
- High-touch surfaces should be cleaned and disinfected more frequently, including:
 - eating and drinking utensils and storage receptacles
 - tables and chairs (including underneath)
 - kitchen and food contact surfaces
 - door, cupboard and refrigerator handles



-
- handrails
 - tap handles
 - switches
 - TV Controls
 - Computers

6.3 Lodge Cleaning Schedule

The Lodge Master will maintain the daily duties roster

6.3.1 Cleaning Checklists

Checklists are to be prepared to assign cleaning duties, including:

- Bedrooms
- Bathrooms & Ensuites
- Kitchen
- Dining, Lounge and Games Rooms
- Ski storage and Drying Rooms

6.3.3 COVID Response Deep Clean

If the lodge has a member or guest who tests positive while in residence, the Lodge Master will arrange for a COVID Safe deep clean, by a contract cleaner, to be undertaken in accordance with the guidelines.

7. COVID CASE

7.1 Person Exhibiting Symptoms

- If any person staying at the Lodge starts to feel unwell and exhibit the symptoms of COVID-19, they are required to self-isolate to their bedroom and advise the Manager.
- They must immediately book to get tested within the resort. Advice can be obtained from the COVID-19 hotline (1800 675 398).

7.2 Isolation Procedure

- Members and guests who are staying in accommodation where their room and bathroom is shared only with the ordinary members of their household can self-isolate in that space (as long as 1.5m physical distancing can be maintained). Close contacts and other family members shall ensure they maintain good hygiene and socially distance to minimise potential spread of the infection. If that person is a minor their parent or guardian shall be responsible for the care of that minor and the parent or guardian will also be isolated.
- Members and guests who are staying in accommodation where their sleeping space or amenities are shared with others will be required to self-isolate in another location.
- The Lodge Master will as soon as practical inform all guests in the lodge of the risk of infection. Additional cleaning will be required in the areas the potentially-infected person has accessed.

7.3 Infection confirmed positive

If a member or guest is found to test positive to COVID-19 the following process will follow:

- The Lodge Manager is to be informed
- The Lodge Manager is to inform the Resort Management Board



ALKIRA SKI CLUB Inc - MOUNT BULLER

Reg No. A0025152N

www.alkiraskiclub.com.au

Bookings - bookings@alkiraskiclub.com.au

Lodge Telephone 03-5777-6599 (no bookings)

-
- 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.
 - The lodge 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 to DHHS regarding reopening.



Annexure 1

Lodge Room Capacities (refer building plan)

Room#	SqM	2 SQM Rule
1	8	4
2	7	2
3	8.4	2
4	8	3
5	7.1	2
6	9.4	4
7	8.8	4
8	8.8	4
9	10.5	4
10	10.7	5
11	12.4	6
12	12.3	5
13	12.5	4
14	12.4	4

Room Name	SqM	2 SqM Rule
Stirling Lounge	36	18
Dining Room	89	45
Kitchen	38	10
Chamois Lounge TV Room	28.5	14
Drying Room	12	6
Foyer Ski Ares	42	21



In summary	
<p>Please do NOT come to the lodge if you:</p>	<ul style="list-style-type: none"> • Have been diagnosed with COVID-19 Coronavirus – Isolate for 14 Days until 3 negative tests are completed • Are feeling unwell or are suffering from cold or flu-like symptoms • Have returned from overseas travel in the last 14 days • Have come into contact with someone who has returned from overseas travel in the last 14 days • Have come into contact with anyone who has been diagnosed with or exposed to COVID-19 in the last 14 days • Have come into contact with anyone who has been suffering from Cold or Flu symptoms in the past 14 days.
<p>During your stay</p>	<ul style="list-style-type: none"> • Practice good hygiene – hand sanitiser on entry, in kitchen and lounge areas • Maintain social distancing as guided • Families will be roomed together wherever possible • <i>If we are forced to lower numbers, please understand bookings may be on a ballot system and allocated as fairly as possible across your requested dates and beds?</i> • <i>In lounges please leave furniture in place?</i> • <i>Follow dining room and kitchen roster if needed?</i> • <i>Temperature checks, please check each other regularly</i>
<p>Bookings</p>	<p>Bookings will open and or close in line Federal and State regulations. (Bed numbers available for members and guests may depend on guidelines and distancing)</p>
<p>Cancellations</p>	<p>Your choice between credits or refunds – provided within 7 days of dates of stay and or, you or a member of your booking starts to display COVID19 systems.</p>
<p>Limitation of liability</p>	<p>To the maximum extent permitted by law, Alkira Ski Club is not liable for any injury, loss, claim, damage, including those based in negligence, whether actual, incidental, special, exemplary, punitive or consequential (including lost profits or other special damages) which arises out of or is in any way connected with this Policy, including the use, of any credit by the any member or guests. The total liability (if any) of for all damages, losses, costs and expenses under whatever causes of action, whether in contract, tort or otherwise will not exceed the value of the booking credits retained in the name of the booking person.</p>
<p>Modifications</p>	<p>These terms and conditions are subject to change without notice at Alkira's sole and absolute discretion except as prohibited by applicable laws and regulations.</p>
<p>Active Case detected during stay</p>	<p>The lodge may be closed for cleaning and will reopen as soon as possible. All members will be advised, all unused bookings will remain fully refundable during this time.</p>
<p>Levy's</p>	<p>Whilst the committee is trying to ensure the operational costs of the lodge are minimised there are certain ongoing costs that fall due regardless of whether we open or not. Currently we have enough funds to cover cost, but please understand there may be a need to make a call to members at some point.</p>