

Updated: Friday 17 December 2021

**The wellbeing of our guests, staff and community is essential for Pacific Hotels Australia and guidelines are followed as directed by the Queensland and Australian Government.**

### Bar & Restaurant

- From Friday 17 December, 2021, patrons to restaurant and bars in Queensland must be fully vaccinated.
- To dine at Coral Cay Mackay's Bar & Restaurant, you will be asked to show proof that you have received two doses of an approved Covid-19 vaccine if you are aged 16+.
- Proof of vaccination can be provided by one of the three documents: COVID-19 digital certificate, Immunisation History Statement (IHS) or International COVID-19 Vaccination Certificate for overseas travel. This can be a printed or digital file. You can also add your proof of vaccination status to the Check in Qld app.
- If you have received medical contraindication, this should be outlined on your IHS.
- Please also scan the Check in Queensland QR code for the Bar & Restaurant, or fill in the paper register before entering the restaurant.
- Thank you for your patience and kindness as our staff follow the required regulations.

**As hospitality professionals, high standards of cleanliness and hygiene have always been imperative across our locations.**

- Our rooms and public areas are cleaned with commercial grade cleaning chemicals.
- The frequency and intensity of cleaning high touch points has increased, including all public area surfaces, door handles, room keys, staff and guest entrances.
- Sanitisers are available at central points throughout the hotel.
- Social distancing markers and signage are present throughout the hotel.
- Alongside our Standard Operating Procedures for commercial cleaning in our kitchen, we have increased sanitation of public and food storage areas with high touch rates.
- Staff are provided with the most up to date information, as well as the importance of maintaining extremely high standards of cleanliness.

### Our Staff and Guests

- All staff members at Coral Cay Mackay are fully vaccinated, as per the Queensland Government requirements.
- If you start to feel unwell or present symptoms during your stay, please phone the front desk and we will arrange a doctor's appointment. Please follow the advice provided by medical professionals.
- Please follow [WHO Guidelines for Hand Hygiene](#) and contact reception if you need a top up of essential bathroom amenities.
- Funded by the Australian government, visit [coronavirus.beyondblue.org.au/covid](https://coronavirus.beyondblue.org.au/covid) to access a dedicated Covid-19 Mental Wellbeing Support Service or phone 1800 512 348.

Please rest assured that we are and have been monitoring COVID-19 extremely carefully, following the advice and guidelines issued by the Queensland and Australian Government, whilst ensuring your stay is enjoyable and relaxing at Coral Cay Mackay.