

TO OUR VALUED PATRONS

For nearly 50 years, the health and safety of our employees, members and guests has been our priority. In these uncertain times, our commitment to you hasn't changed. We are taking every step to ensure our employees and customers are safe.

We would like to update you on the precautions we are taking in light of the recent novel coronavirus (COVID-19) developments.

The health, safety and well-being of our employees and guests is Zagame's top priority and we are following the lead of Australian health authorities at this important time.

We are committed to providing comfortable and safe entertainment experiences, and we have introduced a range of measures to help ensure our guests' and employees' safety at each of our venues across our group.

Cleanliness and hygiene

Some of the measures we have undertaken include:

- Introduction of an App that allows us to collect contact details as per government guidelines
- Extensive COVID training to all staff and management on measures to keep our workplace safe
- Introduction of an ordering App so you don't need to leave your table
- Sneeze guards and social distancing markers throughout the venue
- "One use only" paper menus will be used in all departments
- All cutlery and straws will be presented individually wrapped
- Encouraging contactless payments wherever possible and regularly disinfecting all tills and machines.
- Increased frequency of cleaning on high touch-point areas and surfaces
- The introduction of an additional clean between dining sessions
- The introduction of an additional clean in all areas of the venue
- Placing reminders in all of our toilet facilities about the importance of hand washing
- Intense sanitisation of all our children's play grounds

We also ask for your support in keeping our venues clean and safe, and encourage you and all of our guests and employees to:

- Download the COVID safe App
- Always practice good hygiene and wash hands frequently
- Cover coughs/sneezes, dispose of tissues and make use of the available hand Sanitiser
- Refrain from attending the venue if you are feeling unwell to ensure a safe and comfortable experience for everyone

Ongoing monitoring and updates

To further enhance the health and safety of our guests and employees, we have assembled a team that meets regularly to review the latest information from health authorities and the Australian government and ensure any recommended precautions are appropriately adopted.

For the latest advice, information and resources, please visit www.health.gov.au

