

FAQs for Tunnel Ridge Ranch in the Covid Period

Updated 26 August 2020

FAQs will be updated as each new guidance arrives from Government Health Authorities

Are you able to host school camps in Term 3 and 4?

Yes! The Education Queensland COVID-19 Updated Guidelines for Schools (19th June 2020) allows "Excursions and camps are permitted to be held at locations or businesses that have approved COVID Safe Industry Plans." We expect other educational bodies to follow this lead. Tunnel Ridge Ranch is temporarily operating under the Tourism and Accommodation Industry Plan while we wait for the Outdoor Education Industry Plan to be finalised with the Chief Medical Officer. We have an individualised Health Management Plan and all the measures required to restore school camps. To assist with camp bookings and organisation all of TRR's Covid specific information, forms and templates for group organisers is available at: <http://tunnelridge.com.au/covid-19-info/>

What do the Education Queensland Guidelines for Camps and Excursions mean for a booking at Tunnel Ridge Ranch?

The Education Queensland advice for camps and excursions is as follows:

Excursions and camps are permitted to be held at locations or businesses that have approved COVID Safe Industry Plans.

Camps can proceed at Tunnel Ridge Ranch as they are currently operating under the Tourism and Accommodation COVID SAFE Industry Plan and may switch to the Outdoor Education Industry COVID SAFE Plan when it is proposed by the QLD Health CMO (expected within days).

and Department of Education Outdoor and Environmental Education Centres (O&EEC). Each O&EEC with residential facilities will be required to follow the department's Guidelines for state school-operated residential boarding facilities.

Not applicable to Tunnel Ridge Ranch, private operators or the government run Sport and Recreation Centres.

If excursions and camps are to be held at a business or organisation not covered by an approved COVID Safe Industry Plan, the principal must ensure all measures have been taken to meet departmental and Chief Health Officer requirements. An excursion / camp risk assessment taking into account approved COVID-19 control measures must be undertaken prior to approval.

Not applicable to Tunnel Ridge Ranch as we are covered by an approved COVID Safe Industry Plan.

Are you open?

Stage 2 of easing restrictions in Queensland, effective 12pm midday 1 June 2020 means short-term accommodation providers, including campgrounds, can operate for recreational purposes. There is no limit on the number of customers for accommodation providers. Shared bathrooms or kitchens for people staying at the facility can open if the facility has a health management plan in place.

How many adults can you accommodate at each site with current social distancing requirements (4m squared) required by the Accommodation Industry COVID-SAFE Plan?

Tunnel Ridge Ranch can accommodate 80 people in cabins/dorms

Does Tunnel Ridge Ranch have a Health Management Plan?

Tunnel Ridge Ranch has an individual health management plan contextualised to its operations. There are available for download on TRR's website. <http://tunnelridge.com.au/covid-19-info/>

Are you taking bookings?

Yes, Tunnel Ridge Ranch can accept and host group bookings and will operate within the parameters of the Queensland Tourism and Accommodation Industry COVID-SAFE Plan while the Outdoor Education Industry COVID-SAFE Plan is being finalised.

What approach is the Outdoor Education Industry COVID-SAFE Plan taking with social distancing requirements for school-aged groups?

The Australian Health Protection Principal Committee (AHPPC) has provided guidance that physical distancing (i.e. 4sqm per person in an enclosed space) is not required for school-aged students. Therefore, to maintain capacity for school groups it is proposed the current 2.5m squared ratio required in bedrooms for fire regulations will be maintained. Accommodation and room capacity for adults (including teachers accompanying school groups) will be adjusted to meet the 4m² required for them. If this approach is accepted by the Chief Medical Officer Tunnel Ridge Ranch will be able to operate close to, or at, full capacity for school-aged groups.

Do you have staff at your venues?

Eligible staff are on the Jobkeeper program and Tunnel Ridge Ranch has essential staff to maintain and upkeep facilities, liaise with client groups.

Can your venues operate with social distancing?

We were doing so successfully before the shutdown order of 25th March 2020.

What extra provisions have you taken for social distancing in rooms and indoor spaces?

All rooms and common areas have been measured to clarify their capacity to operate within prevailing social distancing ratios. We will prioritise the use of ensuited rooms where available.

What extra provisions have you taken with additional cleaning to prevent the spread of Covid?

Tunnel Ridge Ranch staff have been trained in implementing a best-practice, three stage Covid-relevant cleaning regime for spot clean, full clean and infectious clean (if required). Hand sanitiser is available throughout the venue, along with signage to promote hygiene. Contingency plans in place for increased cleaning and sanitation of ablution areas.

What extra provisions have been taken with your catering?

From 1st June 2020, up to a maximum of 20 patrons in each room or defined area of our venues, subject to having four square metres per guest on average which includes indoor and outdoor areas. From Stage Three (currently 10th July 2020), up to a maximum of 100 patrons in each room or defined area of our venues, subject to having four square metres

per guest on average which includes indoor and outdoor areas. The Outdoor Education Industry COVID SAFE Plan may allow some relaxing of these provisions for school-aged students.

Tunnel Ridge Ranch has established signage and separation of students and adults at all food service areas to aide social distancing, continuing with commercial-grade cleaning of all utensils after every meal, and adding some meals which can be eaten individually by hand to the menu. We encourage all guests to bring their own water bottles to use at the water stations at our sites. Hand sanitiser and hand wash stations are available at each food station and throughout the site, along with signage to promote hygiene. Food service arrangements have been altered so all food is plated by Tunnel Ridge Ranch staff to avoid cross-contamination from handling food service implements.

What extra provisions have you taken with your Outdoor Education activities?

Tunnel Ridge Ranch is conducting a process of review of all Outdoor Education activities, pending confirmation of arrangements when the Outdoor Education Industry COVID-SAFE Plan is endorsed. This includes not offering activities where it's difficult to stop cross-contamination, incorporating sanitising into ones where it can be used, and creating new activities which have a social distancing component inbuilt. During Stage Two of easing group sizes will be limited to 18 participants plus their instructors (no more than 20 per group).

What about the pool at your venue?

We will follow government guidance for public swimming pools and only make them available for the use of guests when public swimming pools can re-open.

What other measures are you taking?

Touchless thermometers have been purchased to monitor temperatures of staff and guests (if required). The health and safety of our guests has always been our number one priority and we've compiled a professional, capable and committed team to deliver best-practice operations. Many of the measures suggested to prevent the spread of disease have been standard practice at Tunnel Ridge Ranch for years.

Our insurance company is asking if the venue will be deep cleaned before we get there. What can I tell them?

The Tunnel Ridge Ranch Health and Hygiene policy is informed by the Outdoor Education Industry Plan, namely: Tunnel Ridge Ranch cleaning teams responsible for effective routine cleaning, with a focus on increased frequency of cleaning of high contact surfaces and communal facilities. A best-practice COVID-specific cleaning regime has been developed. Prior to the arrival of any new group, and during their stay, Tunnel Ridge Ranch will ensure the venue is cleaned following the guidance provided by: https://www.health.qld.gov.au/_data/assets/pdf_file/0033/959910/guideline-risk-mitigation-for-accommodationtransport.pdf

A Comprehensive Health Management Plan for Tunnel Ridge Ranch has been developed and implemented.

Why are you asking every visitor to the site for contact information?

Due to updated requirements by the Queensland Chief Medical Officer, we are required to keep contact details for every person that enters our premises - including school children.

The reason being that if we are asked for Contact Tracing for an individual, we must supply that information within 1 hour to relevant authorities, even on weekends. Please provide full names and a contact number for every person in your group upon arrival to our Administration staff in whatever format is easiest for you. We will destroy these documents after 60 days, or within the timeframe required by the Queensland Health Authorities.

<https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers/business-activity-undertaking-direction/guest-and-staff-contact-information-requirements>

What else can you do to prevent the spread of Covid?

Tunnel Ridge Ranch has large outdoor grounds (40 acres) full of sunshine and fresh country air to use for recreation and outdoor meetings. Our multiple meeting spaces and common areas will all be utilised to spread groups out across the venue as much as possible.

If you have any further questions or specific requests about your booking, or making a booking, please contact our booking staff.

1. Site contact details:

Email: bookings@tunnelridge.com.au

Phone: 07 5494 8657

2. Tunnel Ridge Ranch's Covid specific information, forms and templates for group organisers is available at: <http://tunnelridge.com.au/covid-19-info/>