



# OASIS

## 7 Steps to prevent the spread of COVID-19

- 01** Wash your hands frequently
- 02** Avoid touching your eyes, nose, and mouth
- 03** Cover your mouth when you cough using a tissue or the bend of your elbow
- 04** Clean & disinfect frequently touched surfaces & objects
- 05** Stay home if you feel unwell
- 06** Maintain Physical Distancing of 1 metre in controlled environments & 2 metres in uncontrolled
- 07** Call Healthline if you have any queries: 0800 358 5453

# COVID-19 POLICIES

On this page you will find our Covid-19 information and policies. If you can't find what you're looking for, please contact us.

This is a dynamic page that is regularly updated to align with the latest Government information. For a full list of guidelines and government advice, please visit the Covid-19 website.

## **Contact Tracing**

To meet Government requirements for contact tracing, we are currently taking a contact register of everyone that visits or stays at the property.

Under the Protection Framework we require contact details, full name, phone &/or email to be provided for all individual guests.

We have a QR code available to scan for the Government Covid-19 Tracer, a system we highly recommend.

Our QR posters can be found;

- On the reception door,
- The fridge inside The Lodge kitchen at Oasis
- The Fridge inside the kitchen at The Shed Guesthouse.

# COVID-19 POLICIES

## Hygiene and safety

Ensuring the safety and well-being of our guests, staff and wider community is of primary importance. We are following official advice from the Government and monitoring updates closely.

We are committed to providing a safe and clean accommodation experience that puts people first.

## Hygiene and safety measures:

- Contactless check-in and check-out is available upon request.
- To reduce contact with housekeeping staff, facilities will close periodically for cleaning.
- Frequent sanitisation of communal facilities, such as kitchens and bathrooms
- Frequent sanitisation of high-touch surfaces, such as doors and windows
- Two options of Hand sanitizer are available;
  - Back to The Wild - A NZ made product with natural ingredients
  - A generic Hand Sanitizer.
  - Both have the recommended 70% alcohol content to comply with recommendations.
  - You will find Hand Sanitizer in reception and in both kitchen facilities
- Thorough sanitisation of rooms before guest arrival and after guest departure.
- Regular staff updates on hygiene, safety and emergency procedures.
- Ministry of Health COVID-19 information is available at reception.

# COVID-19 POLICIES

## **Self-isolation and quarantine policy**

We are not accepting any guests that are self-isolating.

The conditions of entry to the hotel are as follows:

- You do not have any cold or flu-like symptoms, such as fever, coughing or sneezing, difficulty breathing, sore throat and fatigue.
- You are not in self-isolation or quarantine.
- You are not awaiting Covid-19 test results.
- You have not had a confirmed test result of Covid-19
- You have not been in close contact with a confirmed Covid-19 case, or someone in self-isolation or awaiting Covid-19 test results.

For a full list of guidelines and Government advice, please visit the [COVID-19 site](#).

## **Cancellation policy**

Our extended policy regarding cancellations due to Covid-19;

### Domestic travellers

If domestic travel is not possible because of localised lockdowns, any deposits or payments may be one time transferred to another date within 6 months of your original date of arrival.

### International travellers

International travellers are welcome to make a reservation from 1st May 2022 onwards but please note the 25% non-refundable deposit remains non-refundable.

Please note these policies are for direct bookings only. If you have made a booking made via a third party i.e. Booking.com, Expedia, Airbnb etc their own policies will be honoured.