



Alzburg Resort & Visitors Information for People Going to Mt Buller

Updated 27th July 2021

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Introduction

Alzburg Resort uphold the responsibility to follow emergency laws and guidelines enforced by the federal and state governments. These guidelines are introduced and are a mandatory requirement for all guests, visitors and staff who visit our establishment.

Guidelines

New Alzburg Resort & outer community guidelines have been introduced Tuesday 27th July 2021.

Below are attached links to these new or re-established rules. For the purpose of this report, I will only include what Alzburg Resort will be introducing but for further details please visit the links attached.

The logo for the Premier of Victoria, featuring the text "Premier of Victoria" and "The Hon Daniel Andrews" in white on a dark red rectangular background.

Premier of Victoria
The Hon Daniel Andrews

<https://www.premier.vic.gov.au/lockdown-lifted-across-victoria>

[https://cdn.mtbullercdn.com.au/assets/2021/2021_latest_news/210727 -
_table_of_restrictions_1.pdf](https://cdn.mtbullercdn.com.au/assets/2021/2021_latest_news/210727_-_table_of_restrictions_1.pdf)

Accommodation

All guest over the ages of 12 years will need to be always wearing a mask. Only in the event of emergency, eating, drinking and withing there private room can mask be removed.

“Face masks are mandatory indoors and outdoors. You do not need to wear a mask in your own home, or if a lawful exception applies.”

Guest do not require a negative covid test to stay at the Alzburg Resort, Mansfield. You do however need one if you are visiting Mt Buller as of this current date in time.

“Travel to regional Victorian Alpine Resorts permitted provided visitors and workers have had a negative COVID test within the previous 72 hours. Children under 12 years not included. Must be able to show evidence of a negative test as condition of entry into ski field.”

Alzburg Resort reserve the rights to refuse service in the situation you the guest book one of our rooms and are not from a single household, intimate partners, single bubble.

“Accommodation: Open. Bookings permitted for single households, intimate partners or single bubbles.”

Alzburg Resort ensures that everything in the rooms is cleaned, linen turnover + wash and everything that any customers may come in direct contact with is cleaned using product that reduce and kill potential virus within 5 minute or less contact time.

Product in use:

Nanocyn Disinfectant & Sanitiser (Hospital Grade Ph-Neutral, Elecrolysed Oxidising Water)

Kills 99.999% of Bacteria, Fungi (including Yest) effectively.

Non Toxic, Alcohol Free, Non – Corrosive, Non – Rinse

Ski Hire

Alzburg Resort will ensure all customers who visit our shop are wearing a face mask, check in using Victoria covid tracing app and adhere to social distancing protocols.

Current rules are to maintain 1.5 m distancing and maximum visitors in the shop are 1 per 4 square meters.

Current rental shop maximum is 50 people as and point in time.

Clothing rental

Clothing will be washed between customers and not reused withing 72-hour period between customers. It is also sprayed with a fog machine using same product used in the accommodation rooms.

Product in use:

Nanocyn Disinfectant & Sanitiser (Hospital Grade Ph-Neutral, Electrolysed Oxidising Water)

Kills 99.999% of Bacteria, Fungi (including Yest) effectively.

Non-Toxic, Alcohol Free, Non – Corrosive, Non – Rinse

Furthermore, Upon return you the customer must remove anything within the pockets and place in our washing cages. Our ski hire staff will not come into contact with clothing rentals.

For large groups the ski hire can be booked over a period of time to minimise contact with other members of the public.

Furthermore, there will be a sign in Marshall present.

Melbourne to Mt Buller Day Tours

Alzburg Resort, Partnered Travel Agents and Subcontracted Charter Service providers do not trade under the following license

“a licensed tourism operator as defined (means a person granted a tour operator licence under: section 21B of the Crown Land (Reserves) Act 1978; or section 57F of the Forests Act 1958; or section 140I of the Land Act 1958; or section 27D of the National Parks Act 1975; or section 21B of the Wildlife Act 1975 or providing a tour of an entertainment facility)”

Alzburg Resort & Charter Provider Covid Safe Plan for bus transportation only when running 50-Seater Coach (Alston Bus Lines Only).

Coronavirus (COVID-19)

Coronavirus (COVID-19) is an evolving international health concern, we at Alzburg Resort are taking the outbreak of the *Coronavirus* (COVID-19) seriously & we have obligations to our valued staff and valued clients by taking precautions to minimise the possibility of contracting this virus

Alzburg Resort Ph: 03 5775 7400 Dept of Health Ph: 1300 651 160

Alzburg & Bus Corona Virus Action Plan

1/ All coaches & buses will be thoroughly disinfected with a hospital grade disinfectant (no less than 60% active ingredient) prior to any vehicle leaving our depot & more importantly before any students or valued clients enter any of our vehicles.

2/ Drivers issued with PPE, single use latex gloves, hand sanitiser, masks. Masks are to be worn at all times in the vehicle being utilised. (Subject to Government Health Regulations)

3/ Ensure drivers and passengers are 1.5 metres apart as much as possible before embarking and after alighting the bus. Request passengers to wear a mask or appropriate face covering before boarding and to continue to wear them for the duration of their trip. (Subject to Government Health Regulations)

Ask passengers to handle their own luggage or items unless they physically require assistance.

Drivers who must handle passenger items should ensure they wear disposable gloves (and dispose of them after handling) or use hand sanitiser with 60% or higher alcohol content before and after loading or moving passenger items and after glove removal

4/ Vehicles with up to and including a 34-seating capacity will be equipped with aerosol disinfectant which eliminate 99.9% of viruses. The vehicle will be disinfected prior to leaving the depot & the driver will apply the aerosol hospital grade disinfectant after students or clients depart the vehicle.

Vehicle hygiene is always maintained. All high touch areas are to be cleaned, refer to Sanitation Register. Always use issued PPE equipment prior to any cleaning task.

5/Vehicles with a seating capacity in excess 34 seating capacity will be equipped with a larger container capacity of aerosol disinfectant. When a journey is completed, the vehicle will again be thoroughly disinfected before another journey commences and clients enter the vehicles.

6/ All sub-contractors must be equipped with PPE, vehicles to be disinfected prior to clients entering and after exiting vehicles. Alston Coaches Sanitation Register is required for each subcontractor vehicle.

7/ Disinfection/cleaning process will be manually logged in the Sanitation Register with, vehicle location date, time & applicator/s name for audit purposes.

8/ Any person suspected of being ill or contracting Covid-19, the driver is to report to Alzburg Resort Operations immediately, with name, date, time, and location of suspected case/s. Alzburg resort will inform Dept of Health Ph 1300 651 160

9/ Alzburg Resort & Buses will keep a register of employee's who become unwell, if necessary, notify Dept of Health 1300 651 160

10/ All employees will be informed by SMS, email of any Covid-19 outbreak and not to attend work, a register of notifications to staff and test outcomes. A register of Risk Assessment for contact tracing to be reported to Dept Health Ph: 1300 651 160

11/ In the event of Alzburg Resort & Buses premises being infected a private professional cleaning company has been engaged for a rapid cleaning response. A sanitation registers to be kept onsite.

12/ Covid-19 seating plan is available for all coaches and Buses for all clients if they require social distancing. (Subject to Government Health Regulations)

13/ Registers are kept for the following: Vehicle disinfection, Subcontractor Employee's & Vehicles, Individual Vehicle Sanitation register, Notification Dept of Health, Register of employee's, clients, Risk Assessment, Premises Sanitation Register. Daily Log of Incidents.

Alzburg Resort: 03 5775 7400 Dept of Health Ph: 1300 651 160

Alzburg Resort & Buses Pty Ltd have taken the critical and deadly situation of COVID-19 pandemic by taking vigorous and decisive steps in 2 separate phases to shield our valued clients from COVID-19.

The first phase was on 12th March 2020 by notifying our clients that the deep disinfection of our fleet had commenced, every disinfection of vehicles was recorded for audit purposes.

The second phase was the search for a system to ensure that our coaches air- conditioning system was safe, as most vehicle air-conditioning is the cause of poor air quality and increases the risk of germs, bacteria and viruses.

We partnered with the company that supplies our air-conditioning, Hispacold.

Hispacold pioneered an air purifying system called ECO3.

The ECO3 system is based on the precise amount of ozone and negative ions that increases oxygen concentration. The ECO3 has been proven to kill the SARS which is almost identical to COVID-19.

The ECO3 system has been extensively tested in Germany, Finland and Brazil. ECO3 system improves air quality in coaches and buses with an air purifier that prevents odours and neutralises allergens, germs, bacteria and viruses.

We, Alzburg resort & Buses, are the first coach and bus operator in Australia to retrofit our entire fleet by using ECO3 air purifiers. You can rest easy and can breathe easier on our coaches fitted with ECO3 air purifiers.

Alzburg Resort will operate different size buses based on bookings.

If not, Alston coaches we will ensure that buses are sanitised in between uses and that the driver maintains 1.5 meter away from closest member of the public. This will mean that the 2- or 4-seater behind the driver remain vacant.

Smaller buses are not equipped with "Hispacold pioneered an air purifying system called ECO3."

Restaurant

The Alzburg Resort restaurant will only be in use for private booking.

The restaurant current maximum capacity is 75 people and only available for seated dining purposes only.

Face masks must be worn with exemption when seated and eating/drinking.

Further sanitary stations will be provided at entry points. Any all guest must QR code sign in upon entry.

Furthermore, there will be a sign in Marshall present.

School Group Accommodation, Facilities, Transportation & Ski-Hire

Based on advice from the Victorian Chief Health Officer, schools in Victoria have returned to face-to-face learning and teaching for all students from Wednesday 28 July 2021.

School camps and overnight stays can take place across Victoria with no travel restrictions. Bookings must be limited to single schools. Multiple schools can attend camps providing school groups remain separated and do not share common facilities at the same time. Mixing of staff and students between different schools is not permitted.

Alzburg Resort will be hosting multiple school groups at the same time when and where possible given this new affirmed guideline. So, if you have a current booking, you can assume that you will be the only school staying overnight during that period. School's may come and go between check out times or visit our ski hire. In that situation we will separate the contact and you will not be in the shop at the same period. Upon request, we can privately book our ski hire, games room, pool area, sauna and any common areas for a period of time from any member of the public.

School trips must adhere to additional requirements if attending the Victorian ski fields. Travel to regional Victorian Alpine Resorts is permitted provided visitors have had a negative COVID test within the previous 72 hours. Children under 12 years are not included. Visitors must be able to show evidence of a negative test as a condition of entry into ski fields.

This will need to be enforced by your teacher head in charge. Alzburg Resort or subcontracted Bus Company Driver will request to visually see this information in the form of a text or email upon boarding the coach. Furthermore, Mt Buller Gate may request this information to on arrival to Mt Buller.

Other Key point the Alzburg Resort is obligated to follow are attached by screen snippet below.

- Shops are open with a density requirement of 1 person per 4 sqm. While shopping you need to adhere to the patron limits per shop. This limit on patrons is in place to ensure everyone in the shop can keep 1.5 metres distance.

Restaurants and cafes can open for seated service with up to 25 people before density requirements apply. A density requirement of 1 person per 4 sqm applies, with a maximum of 100 people (indoors and outdoors) per venue. Group sizes are limited to 10 people. A limit on customers for seated service is in place to ensure everyone can keep 1.5 metres distance. Food courts can also re-open with a density requirement of 1 person per 4 sqm with a maximum of 100 people per venue (indoors and outdoors) and a COVID Check-in Marshal must be present.

Community facilities including libraries can open with density requirements of 1 person per 4sqm, with no more than 100 people per indoor space and 300 people per outdoor space. Group sizes are limited to 10 people.

This will apply to our skihire, restaurant, games room,

Pool, spa & sauna. Private booking for this area can be approved on request.

For all the up-to-date information regarding specifically school groups please visit the attached links attached below **Information Source**.

Other useful information and behaviour obligation are detailed below:

“ Reinforce COVID Safe behaviours*

- Stay home when unwell. *
- Practise good hygiene. *
- Ensure physical distancing (1.5m). *
- Wear a face mask*.
- Avoid interactions in enclosed spaces. *

Create COVID Safe spaces

- Make hand hygiene easy.
- Keep surfaces clean and implement regular cleaning and disinfection.
- Promote outdoor air ventilation and do not have air conditioners on recirculate.

Promote COVID Safe activities

- Move activities outdoors where possible, weather permitting.
- Adapt, modify or defer higher-risk activities.
- Limit school access to outside visitors where possible.
- Reduce mixing between groups.
- Create workforce bubbles. *

Respond to COVID-19 risk*

- Keep records and act quickly if someone becomes unwell. *
- Use personal protective equipment where indicated.
- Clean and disinfect appropriately if a staff member or student has been unwell at school.
- Manage individual risk.

*The COVID Safe principles for schools incorporate [COVID Safe principles for business](#) and may require adaptation for the school context. “

End of quote

Source:

<https://www.coronavirus.vic.gov.au/health-and-safety-advice-all-victorian-schools>

Information Source

<https://www.coronavirus.vic.gov.au/school-camps-during-coronavirus>

<https://www.coronavirus.vic.gov.au/school-bus-services>

<https://www.coronavirus.vic.gov.au/health-and-safety-advice-all-victorian-schools>

Contact Tracing

Alzburg Resort will be using the Victorian QR code and contact tracing software to monitor and provide the department of health in the situation of an outbreak. Each department and all facilities at the resort have their own QR check in point and Marshall. All guests are required to check in at all times. Alzburg Resort staff have the right to refuse service if guest or customers fail to comply.

Furthermore, all guest staying at the resort, booking ski rentals and travelling on a day tour will need to provide contact details such as address of residence, phone, email and full name of guest staying.

Handling a positive case

The department of health will take over the response in the situation of a positive case. They will conduct all covid tracing responses. Any enquiry in regards quarantine transport, quarantine accommodation please contact them for assistance. They are also responsible for providing advise for how the Alzburg Resort should handle the situation.

In a brief situational, it will be a closure of all operations until clear guidance and clarity of all circumstances can be established.

Contact Details

Callum Bono (Writer Alzburg Resort Covid Safe Plan)

0499922905

Callum@alzburg.com.au

Owner and Managing Director

Ramesh Edumban (Resort General Manager)

ramesh@alzburg.com.au

Alzburg Resort Administration

39 Malcolm Street, Mansfield, 3722.

(03) 5775 7400

info@alzburg.com.au

Department of health

Ph: 1800 675 398

Police

PH: 000

Appendix:

<https://www.coronavirus.vic.gov.au/coronavirus-covidsafe-settings>

<https://www.coronavirus.vic.gov.au/school-camps-during-coronavirus>

<https://www.coronavirus.vic.gov.au/school-bus-services>

<https://www.coronavirus.vic.gov.au/health-and-safety-advice-all-victorian-schools>

<https://www.coronavirus.vic.gov.au/health-and-safety-advice-all-victorian-schools>

<https://www.premier.vic.gov.au/lockdown-lifted-across-victoria>

[https://cdn.mtbullercdn.com.au/assets/2021/2021_latest_news/210727 -
_table of restrictions 1.pdf](https://cdn.mtbullercdn.com.au/assets/2021/2021_latest_news/210727_-_table_of_restrictions_1.pdf)