

Hi there,

Like so many of you, we've been paying close attention to the COVID-19 (coronavirus) situation in recent weeks. Today, on behalf of everyone here at Crocosaurus Cove, I want to update you on what we're doing to prioritise your health and safety when visiting Crocosaurus Cove and what you can expect from our business in the coming months.

As always, the most important thing to us is the health and safety of our customers, staff, animals and communities. So we've put together a dedicated team to keep a close eye on circumstances and guide our response to the situation as it develops. We're following our pre-prepared Company Risk plans which has advice and recommendations from the Australian Government and other authorities with the expertise to quickly and safely guide our decisions and actions.

Here's what we're doing:

- Across the attraction, we're doubling down on our approach to hygiene and sanitation. We have increased our attraction cleaning schedule to make sure all areas are safe and clean for our customers and team members. Crocosaurus Cove is an outdoor/indoor facility with plenty of space to accommodate our visitors with social distancing in mind.
- We have hand sanitiser available throughout the attraction (as we have always done) to make sure our customers can feel comfortable and safe after touching certain shared surfaces.
- Our Sales & Marketing Team and Front Office Team are working closely with our suppliers, trade partners and customers, both locally and internationally to make provisions for all reservation changes. We are happy to offer to postpone the booking by providing a voucher or offer a full refund. We will work with you to make the best decision for you and your reservation. We understand the circumstances of the unfolding situation regarding travel restrictions and self-isolation.
- Caring for our teams is as important to us as caring for our customers. We've been keeping our team members updated with information to help keep themselves and their families safe. Together, we're being vigilant for any extra precautions we should consider taking. We've asked anyone who feels unwell to stay at home, and now also requested that our team members restrict their travel as much as possible for the time being.

We're doing everything we can to make sure nothing gets in the way of us providing the support and service that you've come to love and expect from us.

Over the coming weeks, we'll keep being committed to doing everything we can to put the health and safety of our customers, staff, animals and communities first. We'll be sharing regular updates on Facebook to keep you up-to-date, but please don't hesitate to touch base directly if you have any particular questions or concerns.

Stay safe, and support each other and together we will get through this.

Kind regards,
General Manager, Penny Eckel and the Crocosaurus Cove Team