



# Safe Visit Blueprint

In the wake of the COVID-19 pandemic, Crocosaurus Cove is committed to ensuring the safety of our customers, staff, animals, and community.

Crocosaurus Cove's 'Safe Visit Blueprint' has been created to ensure that our customers and staff feel safe throughout their time at Crocosaurus Cove, and understand that their health and wellbeing is of utmost importance to us.

The key features of Crocosaurus Cove's 'Safe Visit Blueprint' are:

## Hygiene

Across the attraction we have doubled down on our approach to hygiene and sanitation with the following protocols now in place:

- Cleaning of public and staff area surfaces taking place every two hours, by our trained COVID Control Team Member.
- Hand washing and hand sanitiser stations available throughout the park.
- Customers encouraged to use card for their method of payment when making a purchase at the ticket desk, photography studio, and/or café.
- Signage located throughout the park as a reminder of these protocols we have adopted to keep us all safe.

## Health

The symptoms of COVID-19 are similar to other colds and flus and may include fever, sore throat, cough, tiredness, and difficulty breathing.

- Customers with any symptoms of illness prior to arrival are asked to cancel their visit and/or re-schedule for another time.
- If staff are feeling unwell, they are advised to stay home and not enter the premises until tested and recovered from any symptoms.

## Social Distancing

Staff and customers are asked to maintain a 1.5m distance between social groups throughout their time at Crocosaurus Cove. To assist with this request, we have implemented the following:

- Areas of the park where queues may form have clearly marked standing areas 1.5m apart.
- Where possible, presentations are taking place outside to allow for more space to socially distance.
- The number of customers who can participate in some activities (such as Fishing for Crocs and Swim with the Crocs) at one time have been reduced.
- Social distancing reminders are made at the beginning of every presentation, and signage reminders are available throughout the park.

## Traceability Controls

To assist in contact tracing in the event of a COVID-19 breakout, Crocosaurus Cove is now engaging in the following:

- Encouraging all staff and customers who visit the park to download the Australian Government COVID safe app.
- Upon entry to the park we will be collecting a name and phone number from one person per party. These details are stored in a secure location, and will only be provided to the Department of Health should they be requested.







CROCOSAURUS COVE

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## Flexible Cancellation Options

We understand that circumstances are constantly changing. As such, we are offering flexible re-booking and cancellation options for all of our experiences at Crocosaurus Cove. Please contact our friendly team and they will discuss the options available to you.



## Groups and Events

In addition to all the current prevention measures these additional steps will be taken to ensure the safety of our group and function customers.

- Group activities will be held in large outdoor spaces to ensure social distancing is maintained.
- A complete guest list will be required from all group and function bookings to assist with COVID tracing if needed.

A Northern Territory COVID Events Safety Plan will be submitted on behalf of all functions exceeding 100pax.



Our Safe Visit Blueprint has been created using the guidelines created by the Northern Territory Government and Department of Health. In addition to this advice we have also undertaken the Australian Quality Tourism COVID Clean Program and are now fully accredited. Our staff have undertaken specific in house training on each of the controls and are happy to answer any concerns you may have during or before your visit to our park.

We thank you for your understanding and patience while we facilitate these safety practices to help stop the spread of COVID-19.