

Please be reassured that Oaks Brisbane Aurora Suites is not accommodating persons with confirmed cases of COVID-19 but those that are travelling home from overseas and are required by the Government to self-isolate for a period of 14-days. In most cases these people had bookings already with the hotel and have had to extend for the isolation period. In the event there are any confirmed cases within our property, the authorities are notified and the individual is escorted from the premises, with their apartment and all common areas immediately cleaned. The Body Corporate will also be notified as soon as possible of any confirmed cases of the virus.

In no circumstances are we triaging patients or providing any form of medical service to those that have tested positive to the disease. If any individuals test positive or exhibit symptoms, they are referred to health authorities/ medical service to be looked after.

Our Director of House Keeping has implemented additional cleaning measures at each of our properties. These include regular servicing of the apartments (not containing a person in self-isolation) and full cleans of all common areas, with particular attention to high touch points such as lift buttons, door handles, counters etc. Common Area supplies have also been provided such as hand sanitiser. The cleaning products being used have been confirmed with our suppliers that the products are hospital grade and prescribed for cleaning for COVID-19.

In addition, all our staff have been trained to screen guests at check in to determine if they are or have been unwell and/or if they have recently travelled. This questioning process is the same as that being carried out by all places of business. If guests are checking in and are required to self-isolate, they are provided with written guidelines detailing the terms and conditions of their stay. If the guest breaches the self-isolation guidelines in anyway, then the staff are to notify the local health department/ police. Owners residing at the property are also advised to notify Oaks staff if they are suffering from any COVID-19 symptoms and to adhere to the 14-day self-isolation requirement if they have travelled.

As Building Manager, Oaks is trying its utmost to minimise all risks of the virus spreading, and has implemented the abovementioned additional cleaning and other measures to adhere to the Government directives. The safety of the public, our guests, staff and owners is paramount.

In the circumstances, we are complying with all Government issued directives and doing our utmost to enforce measures to reduce the spread of COVID-19 in an ever-changing environment.