



COVID 19 GUEST INFORMATION

Base properties are following all the relevant state guidelines to be Covid safe, however please be aware that things can change rapidly. To find out the very latest advice and any travel restrictions for international and interstate travellers please visit the following links:

- Victoria - [VIC Gov Covid Advice / Travel Restrictions](#)

International Travellers

If you're coming to Australia from abroad please read through the [Australian](#)

[Government requirements.](#)

Quarantine / Self-Isolation

We are not able to accommodate you at Bayside House until any period of quarantine or self-isolation has been completed.

You need to comply with requirements in the state or territory of your arrival, and any other state or territories that you plan to travel to. This includes quarantine and post-arrival testing requirements. Restrictions may change at short notice.

Most states and territories require you to take a COVID-19 PCR test within 24 hours of arriving in Australia. You should check this, and additional post-arrival testing requirements for the state or territory you arrive in and subsequently travel to.

More information about quarantine and self-isolation can be found here: [Quarantine, information for travellers.](#)



Covid Vaccinations

Here at Bayside House, we pride ourselves on the health and safety of those who stay.

Due to the shared nature of the facilities at Bayside House like communal kitchens, shared bathrooms, work from home stations and lounge rooms, we will be requiring all guests, current and future, to show proof of their full covid vaccination upon check in. A number of hospitality venues have recently been rocked by small clusters of the virus so we've made this decision with yours and our staffs safety at the top of our priorities.

Medical Exemptions

If you are medically exempt from getting a vaccination then please present your exemption certificate on arrival.

Bookings / Cancellations

You can book with us with confidence as booking direct means your reservation is flexible. If you need to change your reservation please contact the hostel directly. (Subject to availability).

If you need to cancel a reservation then please contact the hostel directly. If we are unable to accommodate you and your travel companions due to a positive covid test, current covid symptoms or lack of proof of vaccination then we can issue a full refund.

If you or one of your travel companions:

- *is required to quarantine / self-isolate;*
- *cannot provide proof of vaccination (or medical exemption certificate);*
- *have been in close contact with a person who has tested positive for Covid-19;*
- *have had any cold and flu like symptoms in the last 72 hours;*



- *have been in a Government declared Covid-19 hotspot in the last 14 days,*

then Bayside House will not be able to accommodate you. We recommend contacting the property directly as soon as you can to discuss your circumstances.

How we're keeping you safe

Contactless Check-in Download (INSERT NEW FOB SYSTEM) so that you can use your phone as your room key. XXX can also be used to extend your stay and message staff without having to visit reception, so you can safely keep your distance. Download XXX for free from the App store or google play.

Hand Sanitiser We provide hand sanitiser that you're encouraged to use.

Wash Your Hands Regularly washing your hands with soap and water is important and we have signs up to remind you of this.

The 1.5m rule We request that you stay at least 1.5metres away from other people. There are markings in reception and communal areas to help us all adhere to this.

Rooms Most of our properties have private rooms if you'd prefer your own space. Please enquire about availability.

Housekeeping Our housekeeping staff are working hard to keep everything clean. They focus on high traffic areas and surfaces which are likely to be touched often.

Common Areas Some common areas may be out of use, but for those that can be safely used please keep your distance from other people.

Victorian Accommodation and licensed venues operating in accordance with the current Covid-19 health protocols and restrictions imposed by the Victorian Department of Health. These protocols and restrictions regularly change and we therefore recommend guests and patrons stay up to date via the VIC Government Covid-19 website at dhhs.vic.gov.au/coronavirus



We know these times are strange but we all have to work together to get through this. Our staff are on hand to answer any questions you might have. You'll be given specific guidelines to follow when you arrive but as a general rule the above measures are currently in place to keep you, our staff and other guests safe. The official guidelines are constantly updated and so things can change daily. Please be patient with our staff who are doing everything they can to follow and to communicate these guidelines.

If you have any questions about your upcoming booking please contact us via email and one of our team will be in contact, please keep in mind that our teams are dealing with a large volume of enquiries at the moment but they will be in touch as soon as possible. If you have booked through a travel agent, please contact them directly for advice regarding your options so that they can assist you with your booking.

We are thinking of all the people that have been affected by this event and have incredible appreciation for our healthcare workers and governments around the world who are taking unprecedented steps to protect our global community.

Can't wait to see you all!