

## IMPORTANT COVID-19 UPDATE FOR MEMBERS

### MANDATORY WEARING OF FACE MASKS IN PROSHOP & GAMING AREAS – EFFECTIVE 4<sup>TH</sup> JANUARY, 2021



Further to our previous communication sent regarding the mandatory Check-In via the Service NSW App, the NSW Government has made a determination on the wearing of face masks for the hospitality and retail industry. As such all patrons will be required to wear a face mask whilst in the Pro-shop and whilst playing poker machines, effective immediately.

Given that we should all by now be aware that face masks are generally required when entering the majority of retail spaces, we urge you to carry a face mask if you're are going into any of these areas of the club.

Whilst we are trying to meet all relevant requirements in order to remain safe, we can't do so without the support and cooperation of all of our members and guests.

We have been strongly advised to remain vigilant in order to avoid a further outbreak.

We would also like to take this opportunity to remind members that it is still a requirement to Check-In to the venue via the Service NSW COVID Safe Check-in Tool.

Although further notification was sent to clubs from NSW that Liquor & Gaming that they will take a 'No Action' position in relation to signing in under the Registered Clubs Act, clubs are encouraged to maintain digital and electronic sign-in systems where practicable.

What this now means is that there will be no action taken against clubs if it is found that patrons have not signed into the venue via the Sign-In terminal as long as they have Checked-In and lodged their contact details via the Service NSW app.

As previously stipulated, the health and safety of our Members, Guests and staff is of the upmost importance. We use the Sign-In Terminal to control the number of patrons that we can have in the venue. It is an important tool for our staff to use, so 'when practicable' we will still be asking members to swipe in and out of the club and asking visitors to sign-in as normal.

Therefore, it is strongly recommended that members download the Service NSW App on to their mobile device if they haven't already done so. This is the simplest method of checking in to Massey Park GC, or any other venue for that matter. You do not need a My Service NSW account to use the app for Check-in purposes.

#### ***How can customers check-in using the NSW Government's COVID Safe Check-in tool?***

1. When entering the venue and before proceeding to the Sign-In terminal, scan the COVID Safe QR code with your phone camera or a QR code reader. The QR code can be found on posters located in the entry foyer.

2. The smartphone will read the QR code and:

a. If the Service NSW app is already installed on the phone, this app will open and prompt you to confirm contact details via the COVID Safe Check-in tool.

b. If the Service NSW app is not installed on the phone, you will be directed to a webpage where you will be given the choice to download the Service NSW app to check in OR check in using the Service NSW webform.

3. Once checked in via the Service NSW app, proceed to the club's Sign-In terminal and swipe your membership card or sign in 'when practicable' or if asked by our staff. On every occasion you will be required to show your phone confirmation from Service NSW to a staff member.

4. Don't forget to check-out from the sign-in terminal and app when you leave.

Any patron that does not have a smartphone, or can't access the Service NSW app will need to be checked in manually. Our friendly staff will be able to assist you with this process by using the Service NSW Concierge Webform.

The contact details submitted via the COVID Safe Check-in tool are stored securely on a NSW Government database. After **28 days**, the data is destroyed. The data will only be used by NSW Health for the sole purpose of COVID-19 contact tracing.

For more information about the CovidSafe check-in tool, click [HERE](#)

As you may be aware, we have also returned to the 1 patron per 4sqm rule which has resulted in the re-introduction of Social Distancing protocols within the venue.

We are committed to ensuring a safe and enjoyable experience for all members and guests and ask that you to co-operate with staff and follow their instructions at all times.

**Let's stay safe, let's stay aware, let's stay open.**

**Thank you for your cooperation.**

**On Behalf of the Board of Directors**