



COVID INFORMATION GUIDE

For School Groups

COVID SAFETY REQUIREMENTS

For the safety of all our guests during the COVID-19 pandemic we have had to implement some temporary changes that impact our group bookings. Please read below to find out how we are minimising risk for staff and guests in our attraction.

CASHLESS ADMISSIONS - Our Covid safety changes have included moving to cashless purchasing so we are only now accepting cards onsite in our retail store and Cafe.

MASKS* - As per the DHHS guidelines all Victorians are currently required to wear a correctly fitted and appropriate mask when outside the home. This includes all staff and guests in our attraction. With the exception of those with a medical exemption. We ask that all staff and students over the recommend age of 12 wear a mask while visiting our attraction. *Subject to change in accordance with DHHS guidelines.

SELF GUIDED AND GUIDED EXCURSIONS - Otway Fly Treetop Adventures are currently offering self guided tours and limited guided tours to all Primary and Secondary schools who have gained the proper consent of their Principal. Due to social distancing our guided options are limited however we have a range of supporting resources for excursions to help you get the most out of your trip.

UNIQUE OPPORTUNITY - Currently we are closed to the public on Tuesdays and Wednesdays. Otway Fly Treetop Adventures is offering the exclusive opportunity for self guided school groups to visit our attraction on those days. These sessions allow for large groups to attend the attraction for up to three hours without the public in the venue.

SOCIAL DISTANCING - Please adhere to the social distancing signage in and around the visitors centre.

HYGIENE AND DISINFECTION MEASURES WITHIN OUR ATTRACTION - We have introduced enhanced cleaning measures, these include high frequency touch points and toilets. There are a number of hand sanitiser dispensers around the visitors centre for guests to use. We politely request that all our guests uphold the highest possible hygiene standards. Whether it be when sneezing or coughing, through regular hand washing and the frequent application of hand sanitiser.



OTWAY
FLY TREETOP
ADVENTURES

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ON ARRIVAL AT OTWAY FLY TREETOP ADVENTURES

Please read the following points carefully.

SIGNAGE - Guests will notice updated information signage informing them of key safety messages and instructions, as advised by the DHHS.

CONTACT TRACING - We are required to record contact details for all guests to ensure contact maybe conducted if necessary. We also require the name, mobile number and email address from the person who arranges the booking. That person must also be in attendance of the visit. Please ensure that you have an accurate record of all people that is in your group.

BUILDING CAPACITY - Self guided and guided school groups are asked to wait outside the visitors centre until their allocated session time. There are limited capacity numbers inside the visitors centre that we must comply with and are subject to change. The head teacher of your group should check in at the Guest Services Counter for assistance on entering the group into the building. Please organise your students into small groups with an accompanying adult to assist in this process.

ARRIVE ON TIME - Due to strict capacity restrictions and to be mindful of other visiting guests we insist that all groups arrive on time for the scheduled time slot. If you are running late, please call our Guest Services Team on 03 5235 9200. If your group is late for their session time, we cannot guarantee entry into a later time allocation. So please plan your trip carefully and allow enough time to arrive for your allocated timeslot.

RISK ASSESSMENT / COVID PLAN - Should a school require a copy of our risk assessment or covid plan, you can request a copy by emailing admin@otwayfly.com.au

COVID SAFETY INFORMATION - Merlin Entertainments have produced a video outlining our covid safety procedures and requirements covering all our attractions. This can be viewed on You Tube via this link http://www.youtube.com/watch?v=ip-8uSblm_4