

BOOKING INFORMATION

To ensure we can keep you safe, we now have a booking system. You must book online before you can visit the Port Macquarie Koala Hospital. Tickets are not available at the Koala Hospital - all visits must be pre-booked. If you are booking as a family or group, every person attending must have their name and phone number listed individually regardless of their age. Collection of your name and contact details is a government regulation relating to COVID-19 safety procedures. Other information is being collected by us for statistical purposes.

CONDITIONS OF ENTRY

- If you have been asked to self-isolate, please do not enter Port Macquarie Koala Hospital
- If you have cold or flu symptoms, we ask that you please stay home and do not visit Port Macquarie Koala Hospital until you are well again - pre booked tickets can be changed to another date. This advice also applies to staff and volunteers.
- Under the current COVID-19 safety restrictions, all visitors are required to book a visit online providing their name and contact details and attend the Port Macquarie Koala Hospital on their selected date at their selected time only. Tickets will not be available at the Koala Hospital.

What changes have been made to Port Macquarie Koala Hospital's operations for visitor and staff safety?

We have made many modifications to assist with the social distancing requirements. These include;

- Introducing a booking system with time slots so that visitor numbers are limited to ensure group numbers are controlled and everyone has space to enjoy their visit.
- Booking can only be made via the website: koalahospital.org.au
- Guided tours will not be held at present
- The Koalaseum will continue to be temporarily closed to the public
- The souvenir shop will not accept cash, only contactless card payments will be accepted.
- National parks and Wildlife Services have not reopened the public toilets at this stage, so no restroom facilities are available.

What extra precautions to minimise the risk of transmission of COVID-19 are being taken

- Installation of signage stipulating guests are unable to enter if they have been asked to self-isolate
- Installation of signage encouraging social distancing and increased hygiene
- Hand sanitiser stations
- Increased cleaning throughout the Koala Hospital

What contingencies does Port Macquarie Koala Hospital have in place to deal with a potential outbreak?

As the Port Macquarie Koala Hospital is an outdoor venue and with the precautions we have put in place, the chance of transmission of COVID-19 is low.

However, the safety of our guests, our staff and volunteers and the broader community remains our top priority. As part of our Covid Safe Operations Plan, we have prepared for the possibility that a person testing positive for COVID-19 may visit and that this may result in an outbreak. If this was to happen the online booking process will mean we can support contact tracing and notify guests, staff or contractors quickly. In all instances we will work with the NSW Government and NSW Health to take an appropriate response.