

### **Frequently Asked Questions**

Are there any limits on the number of people that can be accommodated on the transfer to Hayman Island?

As the transfer is the only way to travel to Hayman Island it is deemed an essential service. Like the airlines, we will be offering guests the use of a mask should they choose, plus hand sanitiser will be available. We also encourage social distancing on the launch transfer where practical. The launch transfer will be thoroughly cleaned after each transfer service. **Please Note: all guests will be required to complete a health declaration and undergo a temperature check prior to boarding the transfer.**

Are we required to pre-book for all meal times?

Yes. As per the Queensland Health regulations, the resort will adhere to social distancing and maximum occupancy numbers in our indoor spaces including our restaurant venues. Pre-booking ensures that we can effectively manage dining times and ensure proper occupancy levels are maintained. Guests who arrive at a restaurant venue without a booking will only be accommodated if there is a vacancy. **Please note: restaurant schedules may vary during periods of low occupancy at the resort. For your convenience, the resort's weekly restaurant schedule is published on your in-room iPad.**

How will breakfast be offered?

Guests will be required to book for breakfast. A full gourmet breakfast will be offered in place of the buffet with a diverse selection of breakfast offerings. Food will be provided through a combination of resort staff service and a la carte ordering of any hot food options.

Will in-room dining be offered?

Yes. In-room dining is available on a modified schedule of 6am to 11pm daily.

Will all tours/activities be available?

Yes. Times and availability of tours and activities may vary. Please refer to the [Activities Timetable](#) for details. To avoid disappointment, we recommend to pre-book any tours or activities you would like to undertake prior to arrival. Please see [our website](#) for available experiences. The only modification is our fitness centre, where equipment will be spaced out further to comply with government-mandated distancing requirements.

Will Hayman Spa be available for treatments?

Yes. However, please note that some treatments may not be available. We also ask that any guest who feels unwell prior to, or at the time of their appointment, contact Hayman Spa to reschedule or cancel their appointment.

Will my room be serviced daily?

Yes. Unless you request otherwise, our housekeeping team will ensure that your room is serviced daily. In keeping with the IHG Clean Promise and as part of the resort's COVID-Safe plan, most of

the standard amenities including robes, slippers, decorative throws/cushions and the minibar have been removed from your guest room. These items are available for use upon request.

Will the turndown service be provided?

Yes. Guests staying in the resort's suites will receive the daily turndown service. Guests in other room types may receive the turndown service upon request.