



COVID -19 Safety Plan and Protocol for The Grove Shopping Centre Santa Photos

Public health and safety guidelines outlined below protect against spreading COVID-19.

These guidelines put the necessary actions in place to comply with ongoing Government and public health authority rules, directions and restrictions to ensure we are providing a COVID Safe Santa Photo opportunity for our customers.

Please refrain from entering the centre if you are unwell or showing any signs of cold or flu like symptoms.

Our Santa Set is located outside Big W at The Grove Shopping Centre, in common area space. The defined area has a designated queuing space, an area for the photographer; an area for people to pose for photos 1.5m away from Santa and child can collect their small gift from Santa as they leave.

To keep everyone safe, minimise queueing and cope with social distancing for Santa visits and photos, all customers must BOOK for Santa Photos. If you become sick after your booking, please call and cancel your booking and/or make alternative arrangements. You will be unable to meet Santa or have photos taken if you are, or appear, unwell, as we must protect our staff.

Bookings require your contact details and details collected are stored for 28 days in-line with National Privacy Principles and Government contact tracing policies, after which time they are destroyed. The information collected will only be made available to public health officials if required for contact tracing purposes.

If there are any changes in relation to your bookings, you will be contacted on the mobile number or email provided.

Our team including Santa will maintain a high standard of hygiene at all times, sanitising will occur and Santa will frequently hand wash and change gloves throughout the day. In the set, any high touch points will be wiped over with disinfectant between bookings. There will be a high standard of cleaning and hygiene at all times.

We require customers to respect 1.5m social distancing at all times around the Santa Set. Social-distancing Marshals will be present to ensure safe practices and adherence to public health guidelines in the centre.

For the customer onsite:

Please do NOT arrive at the centre more than 5 minutes prior to your scheduled booking time and you must observe social distancing of 1.5m from others at all times.

- When you arrive, you will have to use hand sanitiser provided before entering the set.
- You will be shown where to stand/sit to ensure social distancing is maintained. There will be NO physical contact with Santa in 2020.
- Only one family or group is permitted in the Santa set at a time. Please always follow the direction of our team.
- Once your photographs have been taken, please make sure you move towards the exit.