

The Comics Lounge – COVID Plan

YOUR HEALTH AND SAFETY AT THE COMICS LOUNGE

The health and safety of our guests and staff is our biggest priority. We ask for your support in keeping our venue clean and safe.

Wear a face mask as required at The Comics Lounge venue in North Melbourne, Victoria, Australia.

Use contactless payments where possible

Always practice good hygiene and wash hands frequently

Place all rubbish in bins, clean and sanitise table, chairs, toilets, and bar at the conclusion of each show.

Cover coughs/sneezes, dispose of tissues and make use of the available hand sanitiser

We ask that you refrain from attending The Comics Lounge if feeling unwell to ensure a safe and comfortable experience for everyone

For the most up to date health advice in Victoria, please go to www.coronavirus.vic.gov.au

As per Victorian government regulations, a full COVID Safe plan for Victorian venues can be viewed [here](#).

OUR STATEMENT TO CLEANING PROTOCOLS

At The Comics Lounge, we take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and employees. We have been closely monitoring the Australian Government Departments of Health information as well as the US Centre for Disease Control and Prevention (CDC) and World Health Organisation (WHO) statements regarding the coronavirus (COVID-19).

Over the past few months, we have been working to ensure that our standards exceed the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to venue requirements and common-area cleaning procedures.

Specific steps we are taking include:

Employees, Safety and Knowledge:

Our employees – and their own health, safety, and knowledge – are essential. Here are some ways we are supporting our team:

Hand Hygiene: Proper and frequent hand washing is vital to help combat the spread of viruses. In our daily briefings, our teams are reminded that cleanliness starts with this simple act. It is important for their health and that of our guests.

Ongoing Training: In addition to internal training on cleaning and hygiene protocols, our employees have also completed enhanced COVID-19 awareness training provided by the Australian Government Department of Health

Cleaning Products and Protocols:

We work with our partners and suppliers to make sure our venue can procure and use approved cleaning and disinfection products.

We use cleaning and disinfecting protocols to clean our venue after guests depart and before the next guests are seated, including high-touch areas.

Public Spaces: We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on tables, bar area, door handles, bathrooms, and handrails.

Back of House: In the spaces where our staff work 'behind the scenes,' we are increasing the frequency of cleaning and focusing on high-touch areas such as staff office, kitchen, storage areas and access areas.

Event Notification:

If we are alerted to a case of COVID-19 at our venue, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and employees. We undertake an additional cleaning and disinfecting protocol of the common areas of the venue as well as the areas we know the guest or team member may have utilised on their visit. Our recovery protocol is to engage professionals to disinfect all areas of the building.

FREQUENTLY ASKED QUESTIONS:

Q: I am not feeling well, but I have purchased a ticket. Can I get a refund?

A: The safety of our guests and staff is our biggest priority. We will issue you with a refund or voucher to use for your next visit to The Comics Lounge. Please contact us for assistance.

Q: How will you be cleaning and sanitising areas to help stop the spread of COVID-19?

A: In addition to our scheduled cleaning periods, we have increased the frequency of cleaning in our venue, this includes high touch-point surface areas. Guests are encouraged to dispose of their rubbish at the conclusion of each show.

Q: Will your staff be COVID-19 trained?

A: Yes, we are working closely with our staff to ensure they are trained COVID-19 safety, this includes serving of food and drinks, we ensure that staff are educated in COVID-19 and will be encouraged to stay at home if they feel unwell to help stop the spread.