

9/7/2020



Remembering our ex-servicemen & women

Dear members

'Isolating' for gaming machines during COVID19

There's been a number of questions raised about us using the gaming system "isolate" to quarantine the gaming machines next to the machine you want to play.

Contrary to local feedback, our club does have the ability to do this, but we don't. Why?

Because we are following more stringent NSW Public Health guidelines for isolating our gaming machines and have spaced all our machines correctly.

Richmond Club is designated a NSW CovidSafe venue. We have a large, open floor gaming space.

Unless you have a large space, there are real health concerns around this 1.5m distancing on ALL sides of your machine – left, right, front and back - especially the back, those machines being used directly behind your machine.

We have taken a very precautionary stance during Covid19 on our gaming floor, which is shown by the measures you would have already seen, even from first entering the club.

Each individual machine is regularly documented and inspected for cleanliness, we issue personal protective equipment for staff, have regular cleaning regimes and multiple sanitising stations for members, which we will continue to perform and provide. So, choosing to not use "isolate" at the moment is for your safety.

Furthermore, we will be doing major machine moves on the gaming floor next week to introduce additional health and safety measures, as well as new products.

If you find that a particular machine you want to play is not on the floor, please let your customer service manager know, as we will do our best to accommodate your needs.

Our club directors, management and staff are concerned about our members and the changing state of Covid19 once again, especially with secondary infections being seen in Victoria.

We are committed to adapting and increasing infection control measures for your health and safety.

We are committed to our social responsibility around safety and complying with all government regulations, so you can be assured you are visiting a CovidSafe venue.

Yours sincerely

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