

To Grand Cinema Members and Customers

As a valued customer, we would like to update you on the precautions we're taking to address the current COVID-19 situation at our cinemas around the country.

Grand Cinemas is closely monitoring all available information provided by the Australian Department of Health and the World Health Organisation (WHO) in relation to the current Pandemic. We are using this information, and its regular updates to inform the management strategies we develop to prioritise the safety of our customers and employees.

What is Grand Cinemas doing?

- Grand Cinema employees have been instructed not to come to work if they are experiencing flu-like symptoms, have recently returned from a higher risk country, or have been in close contact with a confirmed case of COVID-19.
- Staff have been retrained in safe handwashing procedures, and gloves will be worn during all cleaning processes to protect both customers and employees.
- We are working to ensure hand sanitiser is available to customers and will provide information throughout our complexes about safe hygiene practices.
- We are encouraging the use of card payments wherever possible to limit the handling of cash for both our customers and employees.

Increased cleaning coverage

Our primary goal is to increase the frequency of cleaning for high touchpoints in common areas, such as bathrooms, handrails, doors, point of sale equipment and countertops.

Our contract cleaners are also ramping up their efforts to sanitise high touch points during nightly cleaning.

Reserved seating flexibility

During this time of increased caution, we want all our customers to feel comfortable and safe in our cinemas. To accommodate this, all patrons are free to:

- Leave gaps between their chosen seats and other groups in the cinema

- Not selling out auditoriums to capacity to allow ample space between patrons

The health and safety of our customers and staff remain our primary focus, and we will continue to update everyone over the coming period. Thank you for your ongoing support and we look forward to seeing you at the movies again soon.

Allan Stiles
Managing Director
Grand Theatre Company

