

## Guidance during the Coronavirus pandemic

As the Coronavirus (COVID 19) continues to impact the way we all conduct our businesses, RealTour3D's priority is to ensure the safety and health of our team, clients, families and the broader community.

To help combat the spread of COVID-19, we ask that our clients and technicians review the following checklist before attending and capturing a space.

### Checklist

- Ensure that you and your colleagues attending site are not experiencing any flu-like symptoms, particularly fever, cough or shortness of breath.
- If anyone is experiencing symptoms, have them call the doctor and observe State and Commonwealth Government requirements.
- If the site capture cannot be completed, it will be rescheduled for a later date in compliance with State and Commonwealth Government requirements.
- As the situation is dynamic and continually evolving, please follow the latest guidance from the [Australian Government Department of Health](#) and the [Victorian Department of Health and Human Services](#).
- Follow [good hygiene practices](#) before, during and after the site capture. This includes:
  - thoroughly cleaning hands with an alcohol-based hand rub or wash them with soap and water before, during and after the appointment.
  - Use of disposable gloves wherever possible
  - Cleaning and disinfecting scanning equipment following each site capture
- Observe [social distancing requirements](#). Refrain from handshakes or physical contact and maintain a minimum 1.5m separation between you and others.
- Follow [limits on public gatherings](#).
- RealTour3D technicians will refrain from touching surfaces or furniture whilst on site and will not undertake any onsite "staging". This is in line with our existing policy requiring sites being ready for capture in advance of our appointment.

### Updates to this policy

RealTour3D will continue to monitor and adhere to State and Commonwealth Government instructions and restrictions, including self-isolation and lock-down orders. If, at any point, official instructions change or RealTour3D management determines it is in everyone's interest that site services should cease, we reserve the right to postpone and/or cancel bookings and appointments at any time.

We hope these guidelines are useful during this stressful time. As always, please contact us at [info@realtour3d.com.au](mailto:info@realtour3d.com.au) with any questions.

Last updated 11.00am Tuesday 23<sup>rd</sup> June 2020

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### Acknowledgements

This document is based on material prepared and provided by Matterport (original document available [here](#)) and has been adapted to reflect Australian and local requirements.

We also acknowledge guidance and online material provided by the [Australian Government Department of Health](#) and the [Victorian Department of Health and Human Services](#).