Customer Notice

Dear <insert business name> Customers,

We have been notified that a customer who visited our store has tested positive for Coronavirus (COVID-19).

The customer was last present in our store for the period below:

<insert date> between <insert time-time> (this is an approximate time guide).

As a ***food retailer***, <change to your business type> we already have very high standards of cleaning and hygiene in place.

As per advice from Queensland Health:

*When a contact tracing alert is issued, a venue may have to close for cleaning, but once that cleaning is complete they are able to re-open.*

*If a business is open and trading it means it is safe to visit – that includes visiting and purchasing any of their goods or services*.

The wellbeing of our customers, team and community is our highest priority, and we have taken all necessary steps, as guided by Queensland Health, to ensure ongoing safety at our premises.

*<Optional>*If you have visited our premises on the above date and become unwell in the next two weeks, please contact the Department of Health hotline on 1800 020 080 or visit the Coronavirus (COVID-19) information website at www.health.gov.au

Thank you for your continued support,

<insert manager’s name & position or business name>