

COVID-19 UPDATE

We acknowledge the magnitude of what is going on around the world and the fear many people have in these most uncertain and unprecedented times. Many of you are rightly fearful to travel and some of you are unable to get to your destinations and unable to travel at all. We would like to offer our assurance to our guests who have already booked a stay with us and encourage those of you who are still planning a holiday for the future.

The Barossa is a long way from busy streets and crowded train stations. We have a special type of luxury here, fresh clean air, wide open spaces and plenty of distance between us. When you stay with us you are not staying in a large hotel, close to many other people. Your cottage or suite is fully self contained and completely yours. Should you wish to stay in isolation, we can have your cottage fully stocked with everything you need and you will not need to come in close contact with anyone else during your stay. You will just have the company of the birds and the native trees and vines surrounding you!

Our Guest Services staff are well trained and have a high level of attention to cleanliness and you can be assured that, as always, your suite or cottage will be cleaned to our highest standards. We are also providing further sanitary precautions in line with the current health recommendations. You will find a bottle of antiseptic hand wash, disinfectant wipes and spray in your room for your use. At the completion of the full clean of our rooms, our guest services staff have also been instructed to spray all high touch areas with antiseptic spray. Our staff are also frequently hand washing and wearing gloves. Our linen supply company have also provided us the assurance that they have put in place a high level of sanitising processes.

We are closely monitoring the situation, with the safety and well being of our guests and staff being of utmost importance. We understand that things are changing by the hour, so if you have made a booking with us and are unable to travel due to travel restrictions imposed by your country or ours, or sickness related to coronavirus, or do not feel comfortable travelling at this time, we will certainly be flexible and enable you to change your dates for another time in the future. Please make contact with us directly via phone 0417 848 977 or email relax@stonewellcottages.com.au to discuss your situation with us.

To enable you to continue to make future holiday plans, with the current uncertainties, our booking policy has now been updated to include the following clause:

***Coronavirus - Flexible booking policy as of 15 March 2020: Due to the current uncertainty with travel, date changes will be able to be made on any bookings where you are unable to travel due to forced travel restrictions or sickness related to Coronavirus.**

Stay calm, make sensible choices and informed decisions and follow the advice of your government and current official health recommendations. For more information you can visit **SA Health** or **World Health Organisation** for current updates.