

COVID-19 UPDATE #12 22 Sep 2020

We acknowledge the magnitude of what has been going on around the world and the fear many people have in these uncertain times. Many of you are still 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. Here in **South Australia there have been very few new cases reported since 29 June 2020**. Restrictions have been lifted and many businesses have re-opened under COVID safe operating plans.

Booking cancellations and date changes

We continue to closely monitor the changing situation, with the safety and well being of our guests and staff being of utmost importance. We understand that things are still continually and rapidly changing, so if you have made a booking with us and are unable to travel due to travel restrictions imposed by your country or ours, existing border closures or sickness related to COVID19, 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 continued uncertainties, our booking policy includes the following clause: ***COVID19 - 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 COVID19.** Please refer to our website for our [complete booking policy](#)

Travel restrictions between and within Australia's states and territories

On 11 May 2020, restrictions on non-essential travel within SA were lifted and further lifting of restrictions has continued to flow on since then. Premier Marshall is encouraging people to get out into regions, travel again and support local businesses. We are open and taking bookings. We are ready and well prepared to welcome you! From 1 June 2020, further restrictions were lifted and on 29 June again more restrictions were lifted. There have very few new cases reported since then. The lifting of restrictions has enabled many more restaurants and cellar doors to open in our region under COVID safe operating plans. Please make contact with us for more detailed information about what is open in our region and advice on where to go.

Currently, travellers entering SA directly from WA, NT, QLD, TAS and ACT are not required to quarantine. As per latest announcement by Steven Marshall this morning 22/09/20, subject to no further community transmission, the SA border will reopen from Thursday 24 Sep 2020. From that date, people arriving into South Australia from NSW will no longer be required to self-isolate for 14 days. Travellers from VIC are not permitted to travel to SA. Please stay up to date with travel restrictions and your responsibilities by visiting the official **SA Government COVID website**. Do not rely only on the information we have provided here.

Ensuring your health and safety when you stay

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. 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, or go anywhere at all if you don't want to! You will just have the company of the birds and the native trees and vines surrounding you!

We are a Quality Tourism Accredited Business and have completed the documentation and procedures required to achieve **COVID-19 Clean Practicing Business Accreditation** within the Quality Tourism Framework.



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. In preparation for the return of our guests, our cottages and suites have undergone a full and extensive "top to bottom spring cleaning". These cleans are being continued to be carried out on a routine and regular basis. We are also providing further sanitary precautions in line with the current health recommendations. When you stay, you will find a bottle of hand sanitiser, antiseptic hand wash, disinfectant wipes and spray in your room for your use. When preparing the rooms between outgoing and incoming guests, once the room has been fully cleaned, our guest services staff have also been instructed to spray all high touch areas, such as light switches, door handles, taps, remote controls etc with antiseptic spray as the final task. We are scheduling extra cleaning time and rostering on extra staff for cleaning to ensure there is plenty of time for our staff to carry out thorough cleaning between guests and also to allow time before our staff enter the cottage to clean after guests depart, to ensure we are keeping our staff safe as well. Our staff are frequently hand washing, wearing gloves and following social distancing protocols. Our staff are checked for wellness and are not permitted to work if they are unwell. Our linen supply company have also provided us the assurance that they have put in place a high level of sanitising processes.

We ask that you take responsibility for your own well being and show care for others, by communicating with us if you or those you live with have been unwell or you have been in contact with any confirmed cases before travelling to the Barossa and before your arrival at our property. When you visit our region, we ask that you make every effort to comply with social distancing. We also encourage you to download the COVID-Safe App.

Please continue to make sensible choices and informed decisions and follow the advice of government and current official health recommendations. For more information please visit **SA Health, SA Government** or **World Health Organisation** for current updates.