

# COVID-19 UPDATE #14 20 Nov 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. Up until recently, South Australia had enjoyed eight months without a case of community transmission and many businesses had re-opened and had been operating since June 2020, successfully and safely under COVID safe operating plans. Unfortunately, on Mon 16 Nov 2020 a new cluster was announced. SA Health have been working quickly and competently to contain and get on top of these new cases with very good contact tracing processes in place. On Wed 18 Nov 2020, the SA Government announced a 6 day lockdown that applies for all of SA from midnight Wednesday 18 Nov. **This lockdown has now been shortened and the restriction will be lifted from midnight Sat 21 Nov 2020. Regional travel will again be permitted from this point on and the Barossa will be open for business once again.**

The Barossa has **not been impacted directly** by this cluster and there have been no cases here. We are well prepared to safely welcome you once the restrictions lift on Saturday and the Barossa will be open for business once again. In the meantime, we are still contactable via phone or email and are able to take bookings for future stays.

## 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.

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](#)

While we are able to offer the above stated flexibility for your booking, we recommend that you consider carefully that you do need to personally carry the risk of potential financial loss, travel restrictions, disruptions or delays to your stay and health risks associated with travel at this time. If you would like to discuss our booking terms or your travel plans have been disrupted, please call us directly to discuss your situation. P 0417 848 977

## Travel restrictions between and within Australia's states and territories

The 6 day lockdown that was imposed on Wed 18 Nov 2020 for all of SA has been shortened and will lift at midnight Sat 21 Nov 2020. Intrastate regional travel within SA will again be permitted.

For interstate travellers, the rules on travellers entering SA directly from other states continue to change constantly, and the quarantine rules upon return after visiting SA continue to change. In response to this new cluster, some states are closing their borders to SA or placing new restrictions on travellers from SA. Please stay up to date with travel restrictions and your responsibilities by visiting the official **SA Government COVID website and your own official state government website**. Do not rely only on the information provided in our update.

## 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, 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 Practising 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.