



# COVID-19 Update

## A MESSAGE TO OUR GUESTS FROM THE OWNER

We understand that the recent news and uncertainty surrounding the COVID-19 situation may have caused you to re-think your travel plans and future travel options. Whether you have a trip booked or are planning upcoming travel, the team at the Carnarvon Motel will do whatever we can to support you.

As we collectively respond to the challenges that coronavirus (COVID-19) are presenting, declared a pandemic on 11 March 2020 by the World Health Organisation (WHO); we are looking at ways we can continuously improve the wellbeing of our staff and guests. To achieve this, we are continually monitoring and responding to the situation, including all new travel restrictions and updates to travel policies that may impact you.

Our hearts go to all those who have been affected by this unprecedented event. The team at the Carnarvon Motel also want to give an honourable mention to the healthcare workers, local communities, and governments around the world who are on the front line working to contain this – we appreciate all that you do.

In times of uncertainty, we know travel may not be your first thought, but the Carnarvon Motel want you to know the safety of our guests, staff and associates is our top priority. We want to thank you in advance for putting your trust and support in us as you plan for future travels.

Below is an update on what we are doing to ensure we can continue running business as usual during these uncertain times. As always (and now more than ever) we are keeping your health, safety, and wellbeing at the forefront of our minds.



## **Your Safety**

We highly recommend customers everywhere follow the health and travel advice of relevant authorities. At a property level, we have taken additional precautions across our front-line staff and within our housekeeping regimen. To avoid cross contamination, we have instigated the use of disposable gloves and masks that will be disposed of between cleaning each room and public area. The cleaning products that we have always used comply with bacterial and viral guidelines, however, additional precautions and disposal measures have been implemented.

## **Your Booking**

Book with the Carnarvon Motel in confidence – knowing that when you book a stay at our motel, we are doing everything we can to have accommodation ready for you. We are closely monitoring WHO and local health agencies for the latest developments related to COVID-19 as well as following the guidance of government and public health officials. We are reinforcing these agencies' recommendations on the appropriate health and safety measures with our own motel management team.

## **Before Your Stay**

Given the impact of COVID-19 on how we work, socialise and travel, we have been adapting our cancellation policy over the past several weeks to address the evolving nature of this pandemic. To ensure we can provide our customers the most flexibility we can offer during these challenging times, each request is being dealt with on a case-by-case basis.



## During Your Stay

We recognize that the COVID-19 virus has required all of us to be more mindful as we go through our regular activities. Daily, our motel is working to ensure that we meet the latest guidance from WHO on hygiene and cleaning.

Our motels' health and safety measures are designed to address a broad spectrum of bacteria and viruses – and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

We recognize that these are unsettling times and whether you are travelling now or in the future, we want you to know that your safety and wellbeing are our priority.

You can find more information on COVID-19 at WHO website or on [health.gov.au](https://www.health.gov.au).

Whenever you travel, the Carnarvon Motel is waiting with open doors, welcoming you.