

SUGGESTED MESSAGE TO REASSURE YOUR GUESTS

(Please amend to suit your operation/product)

YOUR SIGN ON

Here at **XXX**, we are committed to providing the safest and most comfortable environment for our guests at all times. During this time of caution with the novel coronavirus (COVID-19), we would like to personally assure you that your safety and wellbeing are our top priorities.

XXX has not had any reported incidences of COVID-19 but we share great concern for all communities at this time as we lean on each other for support.

While we always work towards the most clean and safe environment for guests, we have increased our attention to this across the property so that you can stay with us with confidence. Some of the areas we're invested in are:

- **General wellbeing:** We are following the guidelines provided from **the World Health Organization (WHO) / Queensland Government / local government authorities**. Our team are always on-hand to ensure the guidelines are executed as efficiently as possible and as changes occur.
- **Intensified cleaning:** Additional precautionary measures in rooms and paying particular attention to high-touch areas such as door knobs, hand rails and common area surfaces.
- **Staff support:** Open and frequent communication with our in-house and contracted staff teams to combat the spread of COVID-19 and modified policies to provide appropriate support for our team.
- **Flexible booking policy:** We are excited to welcome you as our guests here at **XXX**. For peace of mind when booking, we have modified our cancellation policy to be more flexible **(insert booking cancellation policy details here)** – so you can book your next getaway with confidence. For any direct bookings please contact us at **(insert booking contact details here)**. Alternatively if you booked via an online agent, please check with them on their booking cancellation policies.

Please consider us your home away from home when next you choose to travel, to reconnect with loved ones and recharge.

We hope to welcome you here soon.

YOUR SIGN OFF