

## **IMPORTANT GUEST NOTICE (Updated 22/3/2020)**

### **RE: Staying at Barossa Pavilions & Glasshouse during and after the coronavirus crisis.**

The recent COVID-19 crisis has created unprecedented turmoil around the world.

In an attempt to regain some normality to everyone's lives, we wish to reassure all future guests that Barossa Pavilions & Glasshouse is a safe place to visit and stay. The individual self-contained buildings and very private nature of our accommodation facility guarantees government 'social distancing' guidelines are assured.

We and many other Barossa Valley businesses are modifying services to ensure your welfare, therefore please rest assured we are very much open for business and have your health and safety in mind.

### **Barossa Pavilions & Glasshouse assurances to you:**

- You will have your own private building 40+ metres from the next building.
- Access is autonomous and keyless with no physical check-in/out requirements.
- Our gated property entrance ensures absolute privacy.... ie. 'Social Distancing' on steroids.
- Enjoy unlimited high speed internet, Apple device connectivity with NETFLIX included.
- Cleaning is always completed to very high standards with no time limits for the task.
- All contact surfaces, handles, switches etc. are disinfected after every guest stay.
- Spa baths are hygienically flushed and rinsed after every guest stay.
- Linen and towels are hygienically laundered at high temperature by professional services.
- All breakfast provisions provided are individually pre-packaged/sealed just for you.
- Magazines/books are no longer left in pavilions, they can be found in the guest library.
- A new copy of the local visitor guide & map is provided in each pavilion/glasshouse.

In addition, to ensure the security and certainty of your future booking we are making the following enhancements to our standard cancellation policy:

- **For all current and future bookings, guests unable to stay due to a government decree restricting domestic or international travel or forced quarantine relating to COVID-19, a full credit will be provided to use on alternative dates within the next 12 months.**
- **For Pavilions: Date changes may be made for absolutely any reason up until 7 days prior to arrival for bookings staying before 31st August 2020.**
- **For Glasshouse: Date changes may be made for absolutely any reason up until 14 days prior to arrival for bookings staying before 31st August 2020.**

We understand it is a very difficult time for all and especially trying times to operate a small business. Our cancellation policies have been amended to reflect the disruption caused to all by COVID-19, while trying to strike a balance with planning ahead with our business staffing and stock ordering needs.

Thank you for your understanding and support.

Best wishes and good health,

James & Helen Knight  
Owners - Barossa Pavilions  
Ph: 0427 987 029

**Frequently asked questions:**

**Q. How late can I cancel my booking and still get a refund for booking payments made?**

A. Pavilions can be cancelled for a refund less \$80 cancellation administration fee if we are notified 30 days prior to arrival. Glasshouse booking require 60 days notice and are subject to a \$100 cancellation administration fee.

**Q. How late can I change my booking dates with a full credit towards new booking dates?**

A. For all bookings staying before 31st August 2020: Pavilion bookings have until 7 days prior to arrival to change dates with a full credit towards alternative dates within 12 months. Glasshouse bookings have until 14 days prior to arrival to change dates with a full credit towards alternative dates within 12 months. For bookings staying after 31st August 2020 please refer to our standard cancellation policy.

**Q. What if travel or quarantine restrictions prevent me from travelling?**

A. We recognise the situation is changing daily so if you are unable to fulfil your booking because of interstate, international or quarantine restrictions the we will hold a full credit for a future stay. Please note travel within South Australia is not yet restricted therefore 7 days notice per above is appreciated.

**Q. What if my flights are cancelled or an event/restaurant/attraction I booked is cancelled?**

A. We are a small business and are unable to plan for cancellation requests caused by the actions of other entities. We recommend guest plan for the unexpected in relation to travel or event cancellations and have alternative options to fall back on.

**Q. What if I have an illness/accident not related to COVID-19 and as a result can not travel?**

A. We always recommend guests have travel insurance for unexpected sickness/accidents. Travel insurance companies will not accept COVID-19 related claims, however other non-declared illness or accidents should still be covered. Please check with your Travel Insurance.

