

September 2020 - COVID-19 Information and response statement.

We have all been navigating our way through the COVID-19 Pandemic in our own way. Whilst this has been challenging it has also given us some time to re-connect in different ways and re-evaluate what is important to us.

With the current Covid related restrictions in Victoria and other states beginning to bring in further restrictions again we can assure you we are still committed to our guests and their needs during this time. We understand the importance of your concerns and understand the need for you to have choice when it comes to current or future bookings. We continue to offer a flexible cancellation policy. If you are unable to travel due to changes in COVID-19 Government regulations we will honour a full refund or re-booking credit.

The Barossa region is continually adapting to the current restrictions to ensure we can all stay open for business and keep offering our unique experiences whilst upholding the correct social distancing practices. Our cottage is open and we encourage South Australian's to travel within the state to our regional areas. We are happy to welcome interstate guests from those states without border restrictions. With the situation changing daily we will be closely monitoring the situation. We ask that if you are travelling from interstate under allowable travel rules that you are committed to upholding correct Covid Safe courtesy of not travelling if you are unwell, have been in contact with any affected parties, or if you should be in quarantine. We will be maintaining the highest standards of comfort and safety by allowing more time between each stay for adequate airing and cleaning processes. Our cleaning staff will be spending more time than normal to ensure the correct COVID Safe practices occur and we have a COVID Safe plan in place.

As our cottage is for two people only, you can still remain isolated if you wish whilst being able to adhere to the current social distancing recommendations in our community. We will have a few changes still in place from our normal procedures, but our self-contained accommodation will still have everything you need to enjoy a comfortable and private stay in our beautiful vineyard setting. The health and well being of our guests, our colleagues and ourselves is still the most important issue at this time, as well as preserving and protecting our beautiful Barossa region.

We all still need to heed the current health advice and do our part to ensure our future can proceed in a safe and healthy environment. We ask for your continued support and understanding during this time. If you have postponed your stay with us and would like to look at re-booking in the future please be in contact with us and we are happy to assist you.

For **interstate** guests who have future bookings, we are committed to staying in contact with you as we have been, regarding the current border closures.

If you have made a booking with us beyond September and are still unable to travel due to travel restrictions imposed by your state, our country or yours, sickness related to coronavirus, or don't feel comfortable travelling at this time, we are happy to be flexible and enable you to change your dates for another time in the future. Please feel free to be directly in contact with us.

***Again, normal cancellation policy will be made flexible through this time and adapted to make allowances where travel restrictions, Government regulations or sickness due to the Corona Virus applies. In all other circumstances normal cancellation policy applies.**

We support and encourage you to consider your future holiday plans, while understanding the restrictions of travel at this time.

For more information you can visit [SA Health](#) or [World Health Organisation](#) for current updates.

We can be contacted on **0413 116 094**
or via email at stay@seppeltsfieldvineyardcottage.com.au

