

# COVID 19 VIRUS INFORMATION

Dear Guests

The Novel Coronavirus (COVID-19) is presently on everyone's mind.

At present, after careful consideration, we are continuing to operate, although we should all take sensible precautions.

As a result, we remain ready to welcome you in Kalbarri - where it's sunny, warm, and the waters are crystal clear.

We take the health and safety of all our guests and staff very seriously, and we have implemented the following additional requirements:

1. Signs have been placed on all shower / toilet block / campers kitchen facilities depicting – Wash your hands thoroughly each and every time you enter / leave a shower / toilet facility.
2. Additional cleaning will be undertaken of all shower / toilet block / campers kitchen facilities (over and above our normal daily clean).
3. We are requiring that all guests and staff engage in appropriate 'social distancing', as recommended by the Health Department.
4. We will be closing a number of sites to assist with social distancing.
5. If you or any of your guests:
  - a. have COVID-19;
  - b. suspect that you may have COVID-19;
  - c. have reason to suspect you have been exposed to COVID-19; or
  - d. have any symptoms associated with COVID-19,

then we ask that you do not attend the park, and instead make arrangements to change or cancel your booking as soon as possible (as discussed below).

5. If you or any of your guests attend the park in breach of the requirement set out at (4), or if you otherwise act so as to put any of our other guests or our staff at risk, then we reserve the right to cancel your booking and require you to immediately leave the park.

We are also closely following the advice from the Health Department and Industry Bodies and will adopt all applicable requirements as they are made.

However, we appreciate that the overall position is uncertain, and that you may prefer not to travel at this time.

Our cancellation and refund policy remain as set on our website and in your booking confirmation email.

However, owing to the present situation, if you wish to cancel an upcoming booking for a period less than 28 days away:

1. we will change your booking to an alternative available date acceptable to you and apply the amount you have paid as credit against the booking for the alternative date;
2. (if you prefer) we will cancel your booking and try to obtain a replacement booking for the same period. If we are able to obtain a replacement booking for the same period (and while the present situation continues this may be very unlikely), then we will provide you with a refund in respect of the rebooked period, less a booking fee.

Please note that if you wish us to seek a replacement booking for a period you have booked:

- (a) we will need you to confirm that you are cancelling your booking. We are not able to seek a replacement booking provisionally or 'just in case';
- (b) the result of you cancelling your booking will be that:
  - a. if we are not able to obtain a replacement booking for all of the same period, you will forfeit some or all of your payment; and
  - b. if we are able to obtain a replacement booking for some or all of the period of your booking, we will provide you with a refund in respect of the rebooked period, less a booking fee; and
  - c. if you cancel your booking we will do our best to obtain a replacement booking, but we cannot promise we will be able to do so. We will keep you informed of our progress in seeking to do so and let you know the final result.

Finally, we ask for your patience in contacting the office by phone or email as we are currently experiencing very high levels of queries.

Thank you for everyone's kind assistance and respect for office staff., most guests have been wonderfully understanding. For the few who haven't, verbal or written abuse, foul language of any sort towards our staff will result in a not negotiable, permanent ban from our park. Please be kind to each other.

Kind regards

Kalbarri Tudor Holiday Park Management