

WELCOME TO THE BAROSSA MOTOR LODGE MOTEL

Wherever you are and whatever your situation, we're here to help. We're committed to ensuring your stay with us is safe, secure and as stress free as possible.

The Barossa Motor Lodge Motel has always put the needs of our guests as our top priority and we continue to uphold the absolute highest level of hygiene and cleanliness to ensure all our guests are healthy and safe.

We understand that in these uncertain and troubling times you may be experiencing stress given the changing information on travel restrictions and cancelled or postponed public events. Be comforted to know that we are keeping a very close eye on the rapidly developing situation and the below outlines our response to COVID-19, giving you peace of mind when booking your stay with us.

Our COVID-19 Safe Plan is available at Reception.

How we're keeping where you stay, clean:

The Barossa Motor Lodge Motel use cleaning products and protocols which are effective against viruses, including:

Accommodation Rooms: We are using cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

Public Spaces: We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the front desk, door handles, public bathrooms and even room keys.

Back of House: We have increased the frequency of cleaning and focusing on high-touch areas like our kitchen, laundry rooms and staff offices. We're also doing daily temperature checks on our team members to make sure they're all healthy.

Our Team. Keeping our family safe means, we can keep you safe.

- All team members wash their hands frequently during their shift.
- Masks are mandatory for all team members who are working within 1.5 metre proximity of guests and colleagues.
- All team members are screened and temperature checked upon their arrival at work to confirm their ability to work for the day.
- Housekeeping & Front & Back Service teams wear gloves and are trained in their use.
- We have increased the frequency of disinfection of all high touch areas throughout guest and team spaces.
- All team members must adhere to local distancing guidelines.
- Hand sanitiser is available at all staff entrances and at all workstations.
- Hygiene wash basins are well stocked with foaming hand wash and hand towels.
- All team members are aware that they are not to come to work if they are feeling unwell.
- All team members receive ongoing communication and training around COVID-19 prevention and management.
- All team members are trained in how to identify COVID-19 symptoms.

Cleaning and Disinfection.

- We have consulted our chemical providers to ensure that our chemicals, cleaning and disinfection processes are effective.
- We have reviewed our processes and trained our teams in cleaning techniques to reduce the risk of cross contamination.
- We have increased our cleaning and disinfection schedules in our public spaces with special attention on high touch areas.
- Periodic sterilisation processes working on both surface and airborne contaminants are conducted.

Your Arrival.

- Our Reception service standards have all been amended to align with COVID-19 preventative measures.
- Health declaration forms are to be completed by all guests up on their arrival.
- Our Reception Desks disinfected frequently.
- We have minimised the need for touch during the check in process.
- Luggage handles will be disinfected upon arrival at the Hotel.
- Credit card terminals are placed in guest reach and keypads frequently disinfected.
- Pens are to be disinfected, using plastic covers to indicate disinfection has occurred.
- Wash basins and sanitation stations are accessible for guest use in all public spaces.

Keeping Distance.

- Restaurants & bars, meeting spaces, lobbies, pools and other public spaces have been redesigned to promote social distancing. All spaces designed in accordance with government distancing guidelines.
- Distancing Dots are adhered to all spaces where guests queue.
- Signage is in place to define the number of people permitted in our confined restaurants serving takeaway only.

Our Restaurant & Bar. Fresh food in fresh surrounds.

- Our restaurant and bar service standards have all been amended to align with COVID-19 preventative measures.
- Contact Tracing Records are kept and guests must complete upon entry.
- Floor plans have been revised to support social distancing.
- We are no longer offering buffet continental breakfast in our Dining Room. The continental breakfast menu form is available at Reception for food delivery to your room.
- All communal and tabletop items such as salt & pepper, sauces have been removed.
- Single use menus will be provided.
- Cutlery will be wrapped after every wash.
- Wash basins or hand sanitisers available.
- Disinfection of table and chairs after every diner.
- All team members, front or back of house, are trained in the use and are wearing the appropriate PPE.