



YARRA VALLEY LODGE

Our Commitment to You

At the recommendation of Tourism Accommodation Australia, our industry's peak membership body, the owners and team at Yarra Valley Lodge have adopted the guidelines and resources provided by Business Victoria.

Prior to re-opening the hotel in July 2020, we developed protocols that are specific for our business to educate our employees on their responsibilities to actively control the spread of COVID-19 in the workplace. Each and every one of the team that you speak with before your stay or encounter whilst you are here has completed an on-line course to help us understand what we need to do to provide an environment that is safe for our guests, and of course, our staff.

We have undertaken a deep clean of the hotel, which has been underpinned by industrial steam cleaning of all upholstered surfaces and disinfecting hard surfaces. We have also used the opportunity to freshen up aspects of the hotel, painting many of the public areas of the hotel and replacing items such as pillows, quilts and cups in all guest rooms.

You will notice that some things are not like they were when you last stayed. We have had to remove items from your room that are common touch points and not possible to properly sanitise in between guest stays. For everything that remains in the room, we have developed modified cleaning schedules with our housekeeping partner to ensure a completely sanitised room for your arrival. If there is something that you need during your stay, please do not hesitate to ask us as our primary focus is on ensuring that you have a memorable getaway.

Physical distancing is now something that we are all highly aware of. We have taken steps to ensure that the common areas throughout the hotel have been setup in a way to make you feel comfortable, but with the recognition of proper spacing and people capacity limits. We have and will continue to modify our setup as the guidelines continue to evolve.

Whilst sanitisation in our food and beverage service areas has always been a priority, we have stepped this up. It does mean that our service will at times appear to be a bit slower than normal as we adjust to the changes and extra responsibilities that we must take.

Your Commitment to Us

Our employees must not attend work if they have any of the COVID-19 symptoms and this is something we strictly enforce. We ask that you respect the safety of our team and other guests by staying home if you are not well or returning home if you experience any of the symptoms whilst you are here. Please err on the side of caution when making this assessment about whether to visit us; there will always be other opportunities to stay with us down the track.

We all have a responsibility to comply with physical distancing guidelines. Whether you are travelling with friends, your partner or as part of a larger group, be aware of how other guests perceive your interactions as it is our intention to ensure that all guests feel comfortable during their stay.

There are a number of hand sanitising stations in the main building of the hotel available for your use. We encourage you to regularly wash your hands with soap and water, as you would if you were at home, and travel with your own personal hand sanitiser so that you can help us prevent the spread.

We are All in this Together

Our ongoing review and compliance with the Business Victoria guidelines will ensure that you have a memorable getaway; one that leaves you feeling like you have escaped to a touch of normality. To ensure that we can provide a safe, enjoyable and clean environment, we all need to work on our responsibilities. We have adapted our services to comply with the guidelines and we need your co-operation to ensure that we can provide everyone with a great experience.