**COVID-19 and Non-Essential Travel Message**

**Updated: 26 March 2020**

Given the Federal and State Governments’ guidance to defer Non-Essential Travel, while regrettable, we feel the sensible thing to do is to CLOSE the park to non-essential travellers (holidays makers) until 31 May 2020.

We haven’t made this decision lightly. We’ve made it on the back of government directives, and we also feel it is in the best interests of the broader community.

We recognise this will have significant impact on our guests, an impact on our staff and all those businesses we work with.  We would also like to thank those who have lent their support and understanding during this difficult time.

**Booking Cancellation**

From today we will be cancelling all bookings up to 31 May 2020. Deposits and money paid will be put into credit and can be applied to a future stay in the next 18 months.

At this time, we are offering 100% credit on deposits paid. In line with ACCC guidelines we are substituting refunds with credits.

We recognise this is painful and regrettable for many of our guests. At this time, we are working on the survival of the business so in the future we can bounce back, again to provide a great holiday experience and continue to be a significant business within Port Fairy.

**Email is our preferred communication**

As you would imagine, our phones are extremely busy at the moment. The most efficient means to get in contact is via email. Email us at stay@portfairyholidaypark.com.au and we can assist with processing your booking and cancellation credit.

In closing, we sincerely apologise that we’ve had to take these drastic measures and the inconvenience this has caused but we appreciate your understanding throughout this challenging time.

Sincerely,
Darren & Rebecca

**Frequently Asked Questions**

**Q: Why are you closing the Park?
A:** We are acting on the guidance of Government who have requested that people defer non-essential travel.  The Victorian Premier has asked people not to travel during the holidays and specifically not to camp or even stay in beach houses.

We feel the prudent thing to do is close the park to assist in the government’s strategy of reducing unnecessary contact between people.

**Q: What is the best way to get in contact?
A:** The phones are naturally ringing off the hook at the moment, so we suggest the most efficient way to have your enquiry answered is by emailing us on stay@portfairyholidaypark.com.au .

**Q: What is your Cancellation Policy**
**A:** Our current cancellation policy is to offer a credit for the deposit/amount paid that can be used within the next 18 months.

In accordance with guidance from the ACCC, we are not providing a refund at this time. We recognise this is painful and potentially unpopular.

**Q: What is are you classifying Non-Essential Travel?
A:** Non-Essential travel and stays are those people travelling for recreational purposes eg. Holidays, Breaks, choosing to leave home.  We deem anyone who is thinking of travelling for the school holidays or just wanting a break from home as Non-Essential Travel.

However we are happy to help those who are travelling in fully self- contained caravans/ motorhomes or those looking for self -contained cabin accommodation for essential travel only.

If you feel you have legitimate, forced needs for accommodation, please get in contact by e-mail and we will get back to you as soon as possible.

**Q: Are you providing accommodation for self -isolators?**
**A:** A No we are not at this time. Unfortunately we feel the risks are to high at this time.

**Q: When will you re-open?
A:** At this point in time we just don’t know. We have cancelled all bookings to the end of May at this time and will continue to assess as we get closer.

**Q: What about future School Holidays? June/July, September, Christmas
A:** Once again, just too early to know. Once we have some certainty the situation is behind us and the government relaxes the restrictions, we’ll be in touch with you all.