



To Our Valued Members,

Following global concerns surrounding Coronavirus and its impact on our community, I would like to assure you that **WARI** shares these concerns over the spread of the virus and its effect on public health.

While the number of cases of COVID-19 is currently small in Australia, it is possible that this situation could change at any time. We are deliberately exercising precaution to protect our members, employees and the general public to ensure that any impact on our service provision is lessened as much as possible.

As this is unprecedented territory for **WARI**, in the interim, we appreciate our members complying to the following policies regarding the use of the **WARI** Holiday Homes:

Cleaning

- Members are reminded that they are responsible for maintaining and leaving the home in a clean, tidy, and hygienic condition.
- Members must take their own cleaning agents including: disinfectant, detergent and hand-wash.
- Members must ensure the following cleaning practices are adhered to including: sweeping floors, vacuuming carpeted areas, mopping all hard floor areas, removing rubbish from internal bins, washing mattress protectors; and that all kitchen, toilet, bathroom and living areas are left clean and hygienic.

Non Smoking

- All **WARI** holiday homes are strictly non-smoking.

Cancellation Policy

- All bookings cancelled or altered will incur a cancellation fee. Standard cancellation fees are to apply.
- All cancellations, subject to review, may be eligible for account credit.

Health & Safety

- The safety of the members is our utmost priority and focus, and for the protection of other guests and members, if you have symptoms or have travelled from a high-risk country, or had contact with a confirmed virus case, you should self-isolate for a minimum 14 days, take direction from your doctor and advise us immediately if you need to cancel your booking as you cannot stay at a **WARI** Holiday Home.

From a business perspective, I'd like to reiterate that we continue to maintain the highest levels of service from **WARI**. We will continue to keep a close eye on the situation and follow all advice from our Australian health organisations and keep our members updated.

Should you have any concerns, please contact our office on 08 9326 2773 or at wari@wari.asn.au

For the latest advice, information and resources on the virus CoVID-19, go to www.health.gov.au

Kind Regards,

A handwritten signature in black ink, appearing to read "Mark Toogood".

Mark Toogood
WARI Manager