

COVID-19 UPDATE – 1st March 2022

**** WE ARE OPEN FOR BUSINESS ****

Here we are, over 2 years since Covid-19 started and it is great to shout out “WE ARE OPEN FOR BUSINESS”

Whilst things have changed slightly in the way we do business, we are still offering the same great, personal service, fresh milk with your free tea and coffee, great water pressure, plenty of free parking for trailers, truck and vans and competitive prices.

With most things back to normal in Queensland, here at Mackay Resort Motel, we want to keep you safe and well, and comfortable knowing you are booking with one of the top 10% of Motels in the World. Yes, we have received a **TripAdvisor Travellers’ Choice Award for 2021** which means that Guests are loving what we are offering.

To guarantee peace of mind, ongoing changes to the way we are doing business which will remain include:

1. FLEXIBLE CANCELLATION POLICY – We understand that travel during these times remains unpredictable and changes are inevitable. That is why we are offering A FLEXIBLE cancellation Policy for all direct bookings. It is important to let us know you can no longer make it, as just not turning up (without notice) constitutes as a NO SHOW and full charges will apply. This is just common courtesy.
2. CLEANING - Whilst we have always had strict cleaning practices and standards, we have increased these to include sanitisation of all areas, facilities, and equipment within our Property. You can feel safe knowing your Room is sanitised prior to you entering.
3. COVID SAFE ACCREDITATION – We remain Covid Safe Accredited which guarantees we are in strict correlation with the QLD Government State Health Directives.



4. REDUCED CASH HANDLING - We will continue to operate on limited CASH handling with our preferred payment method being Card Tap or Credit Card processing. Of course, if Cash is your only option, then we can certainly assist and offer hand sanitising after the process is complete.
5. ROOM SERVICE – We will continue to offer limited room contact during your stay. If you are with us for more than 2 nights, you will receive a bathroom linen change mid stay. For stays of more than 6 nights, we will also offer a full linen change. Of course, at any time during your stay should you need anything, we are open from 7am to 8pm. Please just ask.
6. MEALS – Our restaurant is now fully operational again Monday to Friday 5:30pm to 8:00pm and Breakfast from 7:00am to 8:30am (Weekend breakfast 07:00am to 9:00am). Should this not suit, there are many takeaway options within walking distance to our property.

We have got through this together and we will continue to work with you, our valued Guests to make sure you are completely satisfied with your stay with us.

Safe travels.

Kevin and Melissa Speer

Managing Directors
MACKAY **RESORT** MOTEL