

COVID-19 UPDATE

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

The main message to our valued Guests and anyone traveling to Mackay for essential travel is

“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.

Changes to the way we are doing business include:

1. FLEXIBLE CANCELLATION POLICY – We understand that travel during these times is 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 are now Covid Safe Accredited which guarantees we are in strict correlation with the QLD Government State Health Directives.



4. REDUCED CASH HANDLING - We are operating 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. CONTACTLESS ENTRY – If you prefer not to be in contact with anyone when you arrive, we can offer contactless entry. It is as simple as providing us your full contact and payment details and we will leave your key in the external key safe.
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 are constantly monitoring the situation, listening to the Chief Medical Officer’s updates, and updating our own situation as the need arises.

We ask that you stay safe and help us all get through this together.

Kind regards

Kevin and Melissa Speer

Managing Directors

MACKAY RESORT MOTEL