

Updated 24.3.20

Hi lovely people,

We know that life is a bit upside down at the moment! So we just wanted to let you what we are doing to mitigate the risks from COVID-19 at Midginbil Eco Resort. We are updating this document regularly.

At this time we are constantly monitoring and adhering to government advice regarding what we need to do to ensure the safety of our guests, our staff, and all our gorgeous couples and their guests. The recommendations for travel and social interaction are changing on an almost daily rate.

Borders are closing this week and travel is restricted, airlines are reducing domestic flights dramatically. Our business has been significantly impacted as of 23.3.20.

Below are answers to FAQ's: And if we haven't answered your question, please email or call us and we will be able to assist:

Can I still have my wedding at Midginbil Eco Resort?

The best thing about our resort is that we have plenty of space, in a beautiful rainforest landscape with lots of fresh, clean air! Our government and health departments have given us great advice on how to slow down the spread of the virus, which everyone is aware of at the moment:

- Keep your distance from others – self isolation is current recommended/staying at home if possible
- Practice good hygiene – we have just purchased natural, Australian, germ killing handwash and all proceeds go to the “Light of Hope” charity in Africa, for all our rooms, amenities & staff. So, wash your hands before and after you eat, just wash often and well, 20 seconds is the recommended time
- Keep your belongings to yourself and think about others

- In our dining room/deck area, everything is open so you can enjoy our fresh country air. We will also clean and leave a spray on sanitiser after every meal sitting.
- Staff will wear disposable gloves at all times in the kitchen, and changed as often as required (not great for our planet, but is necessary for the health of our amazing patrons)
- Cleaning staff will wear gloves at all times while cleaning and change as required and also from room to room. Again, sanitising rooms with cleaning and a leave on sanitiser.
- If any of our staff show symptoms of illness, they will be asked to stay home and not come to work. Please ask your guests to do the same.
- We will do our utmost to keep everything clean and sanitised. Our dishes are washed and then go through a very hot rinser to sterilise. Everything we use from the kitchen, that can fit, goes through this process.
- How to Handwash signs have been placed in our kitchen, amenity and general areas.
- We are changing our supplementary meals from buffet style to serverly. Our lovely staff will be serving your food with disposable gloves to avoid people touching the utensils and food.

What if I need to postpone?

If you having a wedding coming up, we have relaxed our minimum numbers due to travel restrictions and guests not being able to travel. We will not charge any cancellation fees and you can postpone your stay with a full credit of your deposit that you can use within 12-18 months. Of course being a wedding venue, we do have limited dates available, but you could always change your wedding to a mid-week event, which we have more availability for dates in that case.

Minimum number policy – what happens if I don't have the minimum numbers of guests required?

Guess what, don't stress! We have relaxed our minimum numbers for weddings. We understand not everyone can travel, but you still want to have your wedding, because everything is organised. This will stay in effect until things get back to normal again.

What are we doing about keeping things sanitised?

We have a great cleaning team that are always making sure that our facilities are clean - but now we're implementing extra measures that include:

- Additional disinfecting of door handles, light switches and surfaces in our accommodation and common areas, and a leave on sanitiser after each sitting of meals.
- Increasing the frequency that we disinfect surfaces in our communal areas, including our bathrooms and kitchen.
- Providing spray sanitiser in common areas so that guests can wipe down surfaces before and after their use.

How will I know if Midginbil Eco Resort is still open?

There is a lot of uncertainty for us all at the moment and we don't know what is going to happen day to day with government regulations. Even though we have no weddings now until June, we will still be here, ready in anticipation to have weddings here again! We can't wait. If you can go ahead with your wedding, do so, it may be more memorable having a more intimate gathering and it will save you money! Also, it will be hard to get the dates you want at a later stage, if you choose to postpone? If we are struggling with dates for you, maybe consider a mid week wedding, because we understand too, if you really want to change to another date.

Much love and thoughts to you all!

Mel & Russ and the team at Midginbil Eco Resort & Midginbil School Camps xx