



WHAREKAUHAU

EST · 1844

COVID 19 - *Peace of Mind*

We're fortunate that Wharekauhau is in a remote regional location and cater to just a few guests at any one time, so we consider we're already adept at offering our guests a safe and secure experience. In fact, the very nature of our property means we've inadvertently been practising physical distancing for years, with personal service, fresh air, unlimited space and serenity, outdoor adventures and world-class locally sourced food and wine all part of our DNA.

With this in mind, we've taken a close look at our lodge operations, and have come up with plans that include making some responsible, measured changes to the way we deliver our guest experience. As our lodge team return to work, they will be thoroughly trained in COVID safe measures and procedures. As government restrictions and policies are likely to change, we are closely monitoring recommended activities and will comply with all New Zealand regulations as required.

Welcome and When Onsite

The health and safety of our team and our guests is our highest priority. We will always extend a warm welcome to arriving guests, but for the time being this welcome won't be accompanied by a handshake.

We do require all of our guests to be double vaccinated and able to produce an official COVID Vaccination Certification, (CVC), before entering the building on arrival. If we cannot sight a CVC we must assume a guest is not vaccinated, and thus cannot welcome you.

We ask that all guests wear masks before entering the lodge, and that they scan in with the QR code, or manually sign in, we will have generous supplies of hand sanitiser for our guests' and teams' use.

Masks are required to be worn inside the main lodge, pool/gym complex, and if partaking in any guided activities. Our team will be following this mandate also. Masks can be taken off in the restaurant when drinking and dining; when outdoors; and of course, when in the privacy of your Cottage Suite.

The team here that deliver the famous hospitality make up the Wharekauhau experience are in the process of obtaining double vaccination, and new employees are only able to join the team should they be double vaccinated. So rest assured all of the staff that you will come into close contact with are doing their part to eliminate the virus.

Naturally, we ask that our guests refrain from travelling if they are feeling unwell or displaying any symptoms of COVID-19. The wellbeing of our staff – as well as your fellow guests – are everyone's responsibility and we encourage a spirit of empathy, mutual respect, consideration and kindness at the estate

Cleaning

The lodge team will follow their usual high-standard cleaning procedures, whilst paying special attention to often touched surfaces and high traffic areas. Frequent and regular cleaning and disinfecting will ensure optimum hygiene is maintained.

Of course, cleaning in our back of house service areas has been enhanced, and while you won't see this behind-the-scenes action, it's all part of our plan to take the very best care of you. You may notice we have removed some items from our suites for now - including magazines. These items will instead be available upon request. As we always have, we will continue to provide highly detailed twice daily housekeeping services to our guest suites.

Dining

The tables in our restaurant, Country Kitchen and outdoor courtyard areas will be spaced well apart to allow for the recommended social distancing between parties. We've also removed our self-serve breakfast sideboards for now, but our full, delicious breakfast selections are still available – we'll just serve them for you. Our evening pre-dinner drinks and canapés are also still part of your evening experience. For the time being we may serve these to you and your party individually.

We do ask that you reserve a dining time between 6.30pm and 8.00pm, so we can ensure minimal interactions fellow guests, as well as providing the highest standard you have come to expect from our chefs.

Hauora Spa

Thank goodness you can still enjoy a rejuvenating spa treatment at our Hauora Spa.

For the time being, we will offer a limited spa menu featuring our range of relaxation and massage treatments. Our hot tub will remain temporarily closed at this time. As restrictions continue to be lifted in New Zealand (fingers crossed) over the coming months, we will revert to offering a full spa menu including tailored spa treatments and facials.

Health and Wellbeing

Should a Wharekauhau guest or staff member fall ill, either demonstrating symptoms of COVID-19 or as recommended by a medical practitioner, we will follow the NZ Director General of Health's advice and ask that the person immediately self isolates and gets tested.

On check-out we'd prefer you using a debit or credit card, or online banking, to settle your account in order to minimise manual transactions.

And while some things may change in the short term – and other changes may be here for good – the things that won't change are the key elements of a stay us at Wharekauhau; the genuine connections with people and place, the friendly 'first-name' service, some unforgettable wining and dining - and above all a chance to spend time with the ones who matter most.

Wharekauhau Country Estate's Covid-19 Safety Plan and Protocols are subject to change, and will always align with the New Zealand Government regulations at the time of operation.

