

COVID -19 Information for our Valued Guests

Kellys Beach Resort is open for Business and will continue to do so as long as we are able.

In the current climate of uncertainty surrounding travel, on behalf of everyone at Kellys we want to reassure you that our guests' and team members' wellbeing and safety is our utmost priority.

After the Government's announcement on the 22nd of March 2020; to avoid all unnecessary travel, we are encouraging all leisure guests to reconsider their stay with us. If you need accommodation in transit to return home or to remain safe or for work purposes, we are committed to providing that to those guests.

We are closely monitoring the global situation and actively taking steps to mitigate the impact and spread of COVID-19 virus.

Kellys continues to head advice from local health authorities while strictly adhering to advice from both the World Health Organization ([WHO](#)) and the Centres for Disease Control and Prevention ([CDC](#)).

Our greatest priority is that our guests and team members feel safe and secure at our resort. To ensure this we have made the following changes to our already rigorous cleaning regimens:

- Everyone, including guests and team members, have easy access to hygiene gel and temperature readers.
- All team members undergo temperature screening each day to ensure a healthy work environment.
- All public areas, as well as the back-of-house, are regularly and thoroughly cleaned to the highest standards, paying special attention to high-touch areas such as door handles, etc.
- Training has been put in place to ensure team members are fully prepared to provide information and updates to our guests.
- On entering Reception we ask everyone to use the sanitising station
- We have implemented social distancing, where guests and staff are to remain at a 2 meter social distance at all times

Should you begin to feel ill while staying with us, please notify our friendly team. We have documented procedures in place and we stand by ready to support anyone who develops symptoms requiring prompt medical attention, self-isolation and/or quarantine.

We have also made changes to our normal operation:

Reception is Open 9-5 DAILY

Our Restaurant is closed for in-house dining. We are offering Breakfast Hampers that need to be pre-ordered the afternoon before and picked up by 5.00 pm

We are offering online ordering and payment for evening meals during our opening hours of Tuesday – Sunday 5.00 -8.00 pm for pick up for in-house guests and pickup and delivery for local diners.

Our Pools Spa & Sauna and Games Room are closed for use at this time.

Booking Cancellations or Changes:

Kellys is now offering full refunds for all bookings booked before the 13th of March for stays until the 31st of May.

Bookings made after the 13th of March our normal cancellation policy applies, which is highly flexible.

Please don't hesitate to contact us if we can help in anyway.

We truly thank you for your support, in what is an extremely tough time for our industry and wish you and your family all the best through this crazy time.

Warm Southern Great Barrier Reef Regards

The family of HD Executives Pty Ltd and our amazing staff!