



## OUR ROLE AND RESPONSIBILITY- NAVIGATING THROUGH COVID-19

The world is grappling with an issue of enormous scale and human impact, and our hearts go out to all who have been affected by the outbreak of COVID-19.

We are all facing some challenging times ahead but adapt we will, and as humans we must look forward to special occasions allowing for time to celebrate milestones in our lives and express our gratitude for reaching our goals.

At Estia, we believe it is our role and responsibility during this time to prioritize two things; the health and well-being of our customers and suppliers, while also playing a constructive role by adhering to advice from health officials and our government leaders as they work to contain the virus. Through that lens, we made key decisions with vigilance and courage informed by the latest health-based information and guided by our Mission and Values.

We want to personally reach out to you and provide you with an update on the actions that Estia is taking to help prevent the spread of the virus and support the health and well-being of our customers, our suppliers, our employees and our communities.

We continue to take precautionary steps within our venue in response to this developing public health impact,. We have also prepared our venue to respond quickly to any emerging situation. We will work together with our clients that have confirmed their bookings including those that have requested us to postpone to a later future date, so that there will be no financial loss to the confirmed bookings. For those clients that have bookings confirmed with under 100 guests (staff included), all precautionary measures for adequate sanitisation will be taken and appropriate hygienic conditions will be available throughout the venue. Once the go ahead has been given to start hosting functions again, a full report will be circulated regarding all the measures that will apply prior to, during and post each event.

We want to thank you for supporting our venue as we navigate through this developing situation. We will remain transparent and we will keep all our clients informed and up to date as needed.

We will be privileged to host your special event and promise to go the extra mile to ensure its success and many unforgettable moments.

Thank you for your continued loyalty and support.

Warmest Regards,

**The Estia Team**