

THURSDAY, 26 MAR 2020

RACV COVID-19 UPDATE: ALL RESORTS AND CLUBS TO TEMPORARILY CLOSE

RACV regrettably finds itself having to close its eight RACV Resorts and two RACV Club locations across Australia, effective midnight Friday, 27 March 2020.

RACV's first and foremost priority remains on making sure that our staff, the community and all those who interact with us are kept as safe as possible. Based on how the situation is unfolding and the new government guidelines, we consider that we are no longer able to serve our members and guests at RACV Resorts and Clubs.

This temporary closure will impact all accommodation, golf courses and car parking at the RACV City Club in Melbourne, RACV Healesville Country Club, and RACV Resort properties in Queensland, Tasmania and across Victoria.

PEOPLE IMPACTS

RACV Managing Director and Chief Executive Officer Neil Taylor said that "This is something I would never have imagined and whilst this will be of little comfort today to the many staff affected, we intend to come back to strength quickly when this crisis is over."

"We are looking at a range of measures to help employees who are impacted by this announcement, including the potential to provide alternative work during this time. We are communicating directly with those employees and will stay close to them," Mr Taylor said.

"We are also providing counselling support to all RACV employees and their families and that they are aware of the assistance available from government.

"RACV is a substantial employer both in Victoria and Australia and all staff across all of our operations understand that we must continue to focus our energy on ensuring RACV is steered well through this period.

"RACV's other major operations including Home and Motor Insurance, Emergency Home Assist, Emergency Roadside Assist, RACV Finance are unaffected and continue to operate. These businesses will help RACV's 2.2 million Members protect their assets during these challenging times. It is even more important that Members' homes and cars, which are significant investments for all of us, are protected during these times.

"We will continue to review advice from the Australian Government, and I thank members for their understanding in these unprecedented times," he said.

RESERVATIONS

Guests with upcoming reservations will be contacted directly to arrange postponement or cancellation of their booking. There may be some delays due to increased call volumes and RACV thanks guests for their patience.

CLUB MEMBERSHIPS

RACV automatically suspended Club Memberships on Monday, 23 March 2020 and these will be reactivated once the RACV Clubs reopen.

Members will not be charged during the temporary closure period and Club Memberships will be extended to cover the closure period.

For those Members with current renewals due or upcoming, we encourage you to support your Club, and the team at RACV by looking to renew your Club membership. We will be extending the period of your membership to cover any period of closure.

More information about RACV's COVID-19 response is available [here](#).

RACV Members continue to be able to access services 24/7 online at racv.com.au, **13 11 11** for home or roadside assistance, **13 19 03** for insurance claims or **13 72 28** for other enquiries.

##ENDS##

For all media requests, contact the Media & Communications team on:

Phone: 0417 041 398 or 03 9790 2572

Email: media@racv.com.au

About RACV

Founded in 1903, RACV exists to improve the lives of Victorians by delivering valued benefits to members and their communities. RACV addresses the needs of Victorians by informing, advising and representing them through products and services spanning motoring, mobility, leisure, travel, insurance and the home. RACV seeks to help shape a smarter, safer and more connected future for Victoria.