



Dear Customers and Staff

The COVID-19 (coronavirus) is having a significant impact on the lives of all Australians. At Sassafras Nuts, we're doing everything we can to continue to deliver a unique and enjoyable experience for our customers, enjoying their time with family and friends under our chestnut trees this season.

The situation is changing daily so we continue to monitor the advice given by the World Health Organisation, and the Australian Government Department of Health closely. We are taking this issue seriously.

To ensure the health and well being of all of our customers and team members we are undertaking the following measures:

- We will ensure appropriate social distancing is available – family/friendship groups will be allocated a shady tree under which to picnic (each tree is 10 metres from the next) separate from other visitors.
- We are focusing mainly on car groups this year to manage the levels of visitation.
- We will be open every day from 28 March to 26 April which will also help manage visitation levels.
- We will restrict customers within the shop to two customers at a time with queues to be outside to ensure social distancing is maintained.
- We will ask our customers not to handle the product in the shop prior to sale – we can assure you we will have already assessed your chestnuts and walnuts for quality and freshness.
- We will encourage customers to use pay wave fave or tap and go payment facilities to avoid cash handling.
- All of our staff will have been advised and will practice the best hygiene practices and cleaning protocols to ensure your safety.

- Should you remain concerned we will offer two other options this season – Pre order and ‘drive through’ purchasing options as well as a mail order service.
- We will ask all of our customers and workers not to visit the farm and to seek medical advice if any of the following symptoms are shown: fever, cough, sore throat, shortness of breath or any other flu like symptoms.
- Also if staff or customers have recently returned from overseas (within the self isolating period) we ask you not to visit the farm as we need to protect our staff so we can continue to provide a high level of service to our customers right throughout the season.

We will continue to monitor the pandemic as it develops and make the necessary amendments to our operating policies for these situations as needed. We will update our customers through our website and facebook. If you have any questions regarding meeting your chestnut and walnut needs this season do not hesitate to contact us by phone on 02 44232248 or email at sassafrasnuts@bigpond.com to discuss.

Kind Regards
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Sassafras Nuts