

Dear Valued Member,

It has now been six weeks since we were forced to close our doors as a result of the COVID-19 shutdown that was mandated by the Australian government. Whilst many of you would normally have visited us over the Easter weekend or to commemorate ANZAC day, this year we have all had to be positive commemorating at home. Lots of our members have shared beautiful photos of their family paying their respects on their driveways at dawn.

We are extremely proud of our staff and the 5 Star service that they deliver to you at your Club. I am pleased to advise that a large number of our valued team, were eligible for the Job Keeper payment, so they have been receiving financial support and are holding up well in these uncertain times.

While we do not know when the restrictions will ease, we all look forward to welcoming you back with open arms. In the meantime, we are doing our best to stay in touch in the following ways:

**1. We are here for you on the phone** - We have started to phone as many of our members as we can to see how they are going and let them know we miss them. If you would like to chat, please feel free to give us a call on 9876-4357 and one of our wonderful managers will be there to say hello or give you a call back.

**2. Social media** - Do not forget to keep up to date by following us through our social media channels or visiting our website. Lots of our members enjoyed entering the "find the slouch hat" competition on Facebook and 4 of them won some wonderful prizes.

**3. Renovations, repairs, and maintenance programs** - So we do not interrupt your entertainment experience, we're making the most of this time while we are closed, to spruce up your Club. You will be pleased to come back and see the upgraded facilities and maintenance done throughout the club and in the back of house areas to make it cleaner and safer than ever before.

**4. Community** - We are continuing to provide the 5 Star experience to our community, staff and you, our valued members. We care a great deal about our community and that means all our charity partners too. This August we will still be financially supporting lots of local groups including the Karonga school.

**5. Mother's Day** is traditionally one of our busiest days of the year, with many families giving mum a break from the kitchen and letting us do the cooking (and the washing up!) but this year sadly our dining areas are deserted and our cool rooms are empty. To recognise the many special mums who are members of our Club, we have prizes to win and fun activities for you to do on Mother's Day at home. See our website for details.

**6. Raffles are back** - this Friday night we start our online raffles. Visit our website and Facebook pages for more information and to purchase your tickets. This opportunity gives you, not only a chance to win meats trays, e plus points and beautiful mother's day gifts but also to reconnect with our wonderful customer service and promotions team, who will be drawing the raffle and saying hi to you.

**7. Reopening Preparation** -The journey towards reopening is continuing, but in the meantime, it is important that we all stay safe by adhering to the government directions.

Your board of directors also wanted me to pass on their best wishes and hope you are staying happy and healthy too.

On behalf of all of us here at The Epping Club, we thank you for being a dedicated member and we look forward to opening our doors and welcoming you back soon. Stay strong in these unique times.

Kind Regards

**Peter Saez**  
Chief Executive Officer