

Lyfestyle

EXPERIENCES

COVID-19 UPDATE JULY 2020

Dear Lyfestyle Experiences Community,

We hope you and your families are well under these extremely trying times.

Many of you have been in touch with our team members regarding the status of your package.

Please visit our new website www.lyfestyle.com.au for links to bulletins and advice re: COVID-19 restrictions. The current update can be found here – <https://www.lyfestyle.com.au/experience-package-update/>

Our team's most common enquiry is about your voucher expiry; rest assured all vouchers are being extended.

Please allow our team extra time to respond and execute your requests. As we are based in Melbourne, we have restricted contact time, our team members are also managing home schooling, whilst many of our suppliers face similar situations.

At present, given the dramatic effects Covid-19 is having on our business, our key challenges are –

- Establishing some new suppliers due to some previous partners no longer trading due to COVID-19 losses
- Designing better communications and bookings procedures to streamline all new bookings and re-bookings
- Creating simpler pathways to nominate options for exchanging your existing package when requested
- Maintaining workflow in our restricted and ever changing environment

Shortly, the backbone of our team, Belle, will be taking maternity leave to welcome her third child. Updates on our new booking processes will follow. For now we are encouraging all booking requests to me made through our online forms. This will speed up our response time with suppliers and our general email communication.

ONLINE BOOKING FORMS

Online Booking links:

Category 1 – [IN-HOME packages](#)

Category 2 – [GENERAL Experience packages](#)

Category 3 – [LOCAL & INTERSTATE TRAVEL packages](#)

Category 4 – [INTERNATIONAL TRAVEL packages](#)

Again, the team will be on limited hours to process your booking and we rely on your patience and understanding during this time.



SPOIL YOURSELF & SUPPORT A CAUSE

For those of you who are missing the chance to bid at charity auctions, remember you can always enquire about CHEF, WINE, TRAVEL, DINING, VINEYARD and other packages directly.

Any packages purchased directly through Lifestyle will automatically provide proceeds to your nominated charity. Contact our Director, Simon Braham [here](#).

Our project with Gala Fundraising, [The BIG DINE IN](#), is currently running & provides for 5-Star Meal packages at home for our Melbourne customers. However, this will be updated soon to include special chef at home packages for most Capital Cities.

Please visit www.bigdinein.com.au and support your chosen charity.

Internationally acclaimed and local award winning chefs, helping
fundraise for our community.



DONOVAN COOKE



MATTHEW MASLAK



ROMUALD OUDEYER

Thank you for your time and we look forward to hearing from you soon.