

TUESDAY MARCH 17, 2020

RACV RESPONSE TO COVID-19

RACV will temporarily close all retail stores and some resort and club facilities from end of business tonight, Tuesday, 17 March.

The temporary closures will impact RACV's retail stores across Victoria, as well as spa, pool, gym and barber facilities at all resort and club locations across Australia.

At this stage, all other resort and club facilities remain open and operational. Additional cleaning and safety protocols have already been implemented at all resorts and clubs.

RACV Managing Director and CEO Neil Taylor said the decision reflected the company's priority in these unprecedented times.

"We want to make sure that staff and all those who interact with us, are kept as safe as possible. The application of sensible social distancing protocols in these service areas of RACV were more at risk, hence the decision to temporarily close them," Mr Taylor said.

"The health and safety of our Members, customers and employees continues to be of paramount importance to RACV. As the COVID-19 situation evolves, RACV will respond to keep making choices based on the best advice available at the time. As this information changes, so will the choices we make.

"Our call centres are still operational; our Emergency Roadside Assistance patrols and Home Assist Vans are still out on the road keeping vehicles mobile and helping members in their homes, and Members can still access a range of services on the RACV website. The RACV website will have all relevant updates on our operations on an ongoing basis through these uncertain times.

"COVID-19 is a challenge Victorians, Australians and the world must face together. Government, businesses and individuals will have to work collaboratively to get the best possible outcome for society. RACV has a role to play and we will endeavour to do that in these challenging times," he said.

Read more information about [RACV's response to COVID-19](#).

RACV Members continue to be able to access services 24/7 online at racv.com.au, [13 11 11](tel:131111) for home or roadside assistance, [13 19 03](tel:131903) for insurance claims or [13 72 28](tel:137228) for other enquiries.

For media enquiries, interviews or images, contact RACV's Media & Communications team on 03 9790 2572 or 0417 041 398 or media@racv.com.au.

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For RACV media enquiries, please contact:
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