



## Dear Customers

As we monitor the escalating COVID-19 crisis, Eastgate Music will continue to trade as per the Government's latest announced restrictions for businesses. Until advised otherwise we are open for business, following and observing the strict guidelines and recommendations as set out by the government.

<https://www.dhhs.vic.gov.au/coronavirus-covid-19-transmission-reduction-measures>

To protect the health of staff and customers and help prevent the spread of COVID-19, we have implemented several store policies:

- All customers to use hand sanitiser (available on our store counters) prior to trying or demonstrating any products in store (e.g. guitars, basses, violins and keyboards)
- Temporarily prohibiting the testing of microphones and harmonicas.
- All customers and staff must follow the latest recommended health and hygiene practices and procedures (see link above), including strict adherence to a minimum of 1.5 metres of physical distancing when in store.
- Please do not attend our showroom / store if you are feeling unwell

We are regularly cleaning, disinfecting and sanitising all common areas including door handles, EFTPOS terminals, computers and all work surfaces, counter tops, benches as well as musical gear and equipment.

We will keep you updated via our website, online store and social media channels if anything changes. Our Eastgate Music online store and our Reverb web store are open 24/7. Please feel free to shop via these platforms. We continue to ship Australia wide and internationally.

Any items listed on our **Mega Monster Sale** are currently being delivered Freight Free, if you prefer not to shop in store in person. Give us a call and we can reserve the item for you, pending payment and free shipping to you by our couriers.

If you have any questions feel free to contact us on (03) 9817 7000 or email [sales@eastgatemusic.com](mailto:sales@eastgatemusic.com)

Thank you for your patience and understanding as we all navigate these challenging times together.

Kind regards

Eastgate Music

“Music gives a soul to the universe, wings to the mind, flight to the imagination and life to everything.”

- Plato