



A message from Lion

We acknowledge this is an extremely distressing time for everyone involved in the hospitality industry. At Lion, we are doing everything we can to work quickly and provide our valued on-premise customers with the support they need right now.

Following the Government's announcement that pubs and clubs will close from midday today, Monday 23 March 2020, we are now in the process of working through options to assist our customers who are affected by this new closure order.

Lion will take back unused kegs and offer customers a credit. For safety reasons these kegs must be full and capped.

To process a full keg pick-up and credit request, customers can email Lion Connect on lionconnect.enquiries@lionco.com with the keg quantity, best before date, keg number/s and venue account number.

It may take some time for us to come to your venue to collect these kegs, so we ask for your patience as we contact all impacted customers over the coming days and weeks to make the necessary arrangements.

– Mark Powell, National Sales Director

A message from Tabcorp

All licensed TAB wagering outlets must close from midday Monday 23 March. To assist in managing this process we require all selling terminals including SSTs and EBTs to be powered off. Please note TAB will also be putting in system restrictions to ensure terminals can't be used to place bets during this period.

All venues will need to ensure that all banking and settlement requirements are completed today. Please refer to MyTAB or your terminal (as per standard process) to understand the amount owing. If you have any questions related to today's settlement, please contact SSC or Retail Support (NSW/ACT) 131 785 (VIC) 1300 367 457 (QLD, TAS, SA, NT) 1800 177 723.

The COVID-19 pandemic is uncharted territory for us all. Each day we are presented with new information and it is important that we take stock of all advice and make the best decisions we can to protect our people and partners, our customers and the broader community, and to work effectively with our stakeholders.

As a result, Tabcorp directed retail field teams across TAB, Keno and MAX to work remotely commencing Wednesday, 18 March. In order to continue to support the day-to-day operations of our venue partners, our teams will be conducting telephone

and/or video calls in place of their regular on-site appointments to help minimise the potential spread of the virus.

Our field services staff will continue to operate as usual. This is an unprecedented scenario and Tabcorp will continue to work closely with industry as it evolves and to keep you informed.

A message from Foxtel

We understand that these are challenging conditions for the industry and want you to know that Foxtel Business is working closely with the various hotel associations, club and industry bodies nationally to meet the outcomes and needs of your business in these uncertain times.

We are eager to work with our loyal customers to ensure we're meeting the needs of your business in the current climate. As a result, we will be providing you with a suspension on all charges to your April subscription invoice as a first step.

We will be monitoring the situation on a month by month basis and as the government trading restrictions are updated. In the meantime if you have any questions regarding your account then please let us know by emailing us at Foxtel.business@foxtel.com.au and a member of our team will assist you.

We value your custom at this challenging time and are taking these steps in a bid to ease your financial burden during the uncertain days ahead.

- Greg Bohlsen, National Manager – Licenced Venues

A message from OneMusic

IMPORTANT MUSIC LICENSING CONCESSIONS DUE TO COVID-19

OneMusic Australia's client base is both varied and large and we are doing all we can to address the range of differing circumstances that are currently affecting most of our licence holders.

Several important changes have been made to assist you and your business during this time:

- If you have suspended trade, your account will be placed on hold until you resume trade – licence adjustments will also be made retrospectively to reflect any period our music was not used.
- If you continue to trade but there have been changes to your music use, we will amend your licence to reflect this immediately if you contact us.
- We are open to discussing flexible credit arrangements.
- Changes to our Licence's have been made in the Fitness and Dance/Performance sectors for live streaming of classes. Our website has more details here.
- We can issue a licence for online events that use our music.

Despite our offices being closed, our staff are on hand to assist you. You can contact us on email hello@onemusic.com.au or jump on live chat (between 9am-7pm).

Stay safe and we look forward to assisting you.

OneMusic Australia