



WE CARE ABOUT YOU

COVID-19 Update



We continue to offer our guests a tranquil and safe place to escape to while following advice from health authorities

Dear guest

We would like you to feel safe during your stay. To ensure this is the case we have implemented a stringent cleaning and sanitising procedure.

To protect our housekeeping **staff your room will not be serviced** during your stay but, on request, fresh linen, crockery and/or additional supplies will be bagged and left for you on the table outside your room.

In addition, we have left you some sanitiser and gloves which you may wish to use during your stay.

Kind regards

Dianne & Nick Walford

We are dedicated to making sure that you feel very safe when you come and stay with us. To ensure this is the case we have implemented the following procedures and cleaning regime.

1 We can offer you a contactless stay – just let us know

- a. Sanitised keys can be left in the key safe outside our front entry door with disposable gloves to use to punch in your number to retrieve your key and open the door to your room
- b. Invoices can be paid with supplied credit card and receipts emailed to you
- c. If requested continental breakfasts can be delivered to their rooms. Trays can be left on the table outside your room once meals are finished.
- d. We offer a small selection of house-made frozen dinners if you would like to eat in - the same contactless delivery as breakfast will be utilised.
- e. As we have a fully stocked bar, you can select from our bar list and have your selection delivered to your room - the same contactless delivery as breakfast will be utilised
- f. A list of local food delivery outlets will be left in each room.
- g. Sanitised room phones may be used to place a food order with food outlets or to contact reception
- h. For those guests who wish to settle their account in person we have pay wave. The EFTPOS machine is placed beside gloves and hand sanitiser
- i. The entry door to reception is an automatic door that does not require touching

2 Social distance if you would prefer

- a. All our 40 rooms are ground floor and open to the outside and all have their own entry and crim-safe opening windows
- b. You can drive up to your room and park directly outside
- c. If possible, we will have a minimum of one vacant room between guests to ensure ease of social distancing when unloading and loading your car
- d. We have sanitised bikes and sanitised helmets for guests to use to exercise
- e. We also offer running/walking track maps for those guests who would prefer
- f. With 2.5 acres lush tropical garden guests can either relax or exercise on the numerous lawn areas



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3 Exceptional cleaning procedures

- a. All rooms are thoroughly cleaned.
- b. High use areas (door handles, light switches, backs of chairs etc) are wiped with a commercial grade non-fragrant sanitiser
- c. On completion of cleaning, all furnishings like couches etc are sprayed with a non-fragrant commercial grade sanitiser
- d. Remote controls for air conditioner and TV are covered with see-through plastic bag
- e. Each room will have a small container of sanitiser and pair of disposable gloves for guests. These will be replaced on request.
- f. Housekeepers sanitise their hands between each room
- g. All linen is supplied by a commercial firm and is washed in their commercial machines
- h. Naked pillows are sprayed with a non-fragrant commercial sanitiser between each guest
- i. Rooms will not be cleaned during a guest's stay but, on request, fresh linen and additional supplies will be bagged and left on the table outside your room

4 Amenities

- a. Microwaves on request
- b. Crockery and cutlery on request. All crockery and cutlery are cleaned in the commercial washer in our kitchen
- c. Tea and coffee making facilities
- d. Jug and toaster in each room
- e. Toiletries in each room
- f. 16 channel Foxtel
- g. Free WiFi
- h. Tables and chairs outside each room