



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 you, and our housekeeping staff, **rooms will not be serviced for stays of 1-3 nights**, but on request, fresh linen, crockery and/or additional supplies will be bagged and left for you on the table outside your room. For longer stays and requests for fresh linen, extra supplies etc please contact reception.

Sanitiser and disposable gloves are available from reception

Kind regards

Dianne & Nick Walford



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

We are dedicated to making sure you feel very safe when you come and stay with us, so 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
- b. Invoices can be paid with supplied credit card and receipts emailed to you
- c. If requested breakfasts can be delivered to your room. Trays can be left on the table outside your room once meals are finished.
- d. Restaurant meals, as well as a small selection of house-made frozen dinners are available 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. Sanitised room phones may be used to place a food order with food order or contact reception
- g. 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
- h. The entry door to reception is an automatic door that does not require touching

2 Social distancing is the new norm

- 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. We have sanitised bikes and sanitised helmets for guests to use to exercise
- d. We also offer running/walking track maps for those guests who would prefer
- e. With 2.5 acres lush tropical garden guests can either relax or exercise on the numerous lawn areas

3 Exceptional cleaning procedures

- a. All rooms are thoroughly cleaned.
- b. High use areas (door handles, light switches, backs of chairs, remote controls 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. Housekeepers sanitise their hands between each room
- e. All linen is supplied by a commercial firm and is washed in their commercial machines
- f. 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 as requested

4 Amenities to enjoy

- a. Microwaves, jug, toaster and tea and coffee making facilities in all rooms, N'Espresso machines in all Premium rooms
- b. Toiletries in all rooms
- c. 16 channel Foxtel in all rooms
- d. Free WiFi throughout the entire property
- e. Tables and chairs outside each room
- f. Crockery and cutlery on request. All crockery and cutlery are cleaned in the commercial washer in our kitchen