

COVID-19 Safety Plan

Our primary concern is for the well-being and safety of our guests. We ask that you take a few minutes to read through the following information prior to your arrival at Terragong, so that you are familiar with the steps we have taken.

Your hosts,

Simon & Darryl

Updated October 11, 2021

Changes to Bed & Breakfast Services & Operations:

- We have taken the step of preventing back-to-back occupancy of our guestrooms with the introduction of a 24-hour minimum vacancy between reservations.
- Access to the property (and the house in particular) is restricted to overnight guests only.
- We will strictly observe check-in times (between 2pm and 8pm); this means no late check-ins/arrivals after 8pm.
- We observe rules regarding social distancing, allowing a minimum of 2 square metres per person in indoor spaces (1.5 metre distancing at all times).
- Breakfast service will be staggered, with nominated dining times; we will not offer a communal breakfast table except for 'whole of house' bookings (3 guestrooms booked as a party/group booking) and only when guests are happy to share a breakfast table.
- Afternoon wine and canapé service will be hosted on the Verandah and/or Swimming Pool Terrace, dependent on weather

Proof of Vaccination

In line with NSW Government rules regarding Covid-19 vaccination, until further notice, all guests and visitors to the property must be fully vaccinated or be exempt from vaccination. Guests are required to show proof of vaccination upon arrival at Terragong; there are two ways to show proof of your vaccinations:

- Your COVID-19 digital certificate which shows proof of only your COVID-19 vaccinations that you can add to a digital wallet.
- Your immunisation history statement which lists your COVID-19 vaccinations and all other vaccinations.





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Guest Safety

- We follow stringent guidelines in regards to general hygiene, food handling and housekeeping/cleaning and will continue to do so.
 - All guest linens (sheets, towels, blankets, underlays, table linens/napery) are washed onsite in hot water and line-dried in the sunshine.
 - Guest ensuite are cleaned using disinfectant sprays, wipes and steam-mopping
 - All crockery, cutlery and glassware is machine washed, ensuring wash reaches temperatures required for sanitising.
- We have augmented our already stringent cleaning protocols and:
 - All 'high-touch' surfaces such as table tops, doorknobs, bathroom fixtures, toilets, phones, lamp switches, etc, throughout the public spaces in the house are cleaned twice daily with disinfectant
 - Two spare sets of guestroom compendiums have been created and will be cleaned and rotated between guest stays
 - Disinfectant sprays have been placed in the bathroom cabinets in all guestrooms as well as in the Butler's Pantry
- We have installed Australian Hospital-grade True HEPA filtration units in the farmhouse Kitchen/Family Room and the Library, with filters that captures 99.97% of airborne pollutants as small as 0.3 microns. PlasmaWave® technology creates hydroxyls to instantly neutralise bacteria, odours, VOCs (chemical vapours and harmful gases) and viruses.
- Pump bottles of hand sanitiser are located in all public rooms throughout the house, including the Library, Family Room, Butler's Pantry, front and kitchen/family room entrances.
- Guests will be provided with complimentary pocket/purse-size bottles of hand sanitiser to carry with them whilst sight-seeing or visiting local attractions/restaurants
- Facemasks will be available for guest use; **it is a legal requirement that all guests wear facemasks whilst in shared spaces indoors (these can be removed for eating and drinking).**
- We will not enter guestrooms whilst occupied unless it is necessary to do so (i.e. to undertake a repair)





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Amended Booking Cancellation Policy

In light of the Covid-19 pandemic, we have added flexibility in regards to the need to make changes within our usual 30-day (bed & breakfast) and 90-day (on-farm events) non-refund period, as follows:

In consideration of the health and well-being of others, we expect that prior to a planned arrival any guest who feels unwell/ill or is under advice to isolate will contact us to arrange a postponement of their stay. We will happily credit any funds paid towards the cost of a stay at a later date (up to one year from the date of the original booking, subject to date availability).

Until further notice, all guests and visitors to the property must be either a) fully vaccinated against Covid-19 or b) be exempt from the requirement to vaccinate. Under the law, we will be obligated to check for proof of vaccination upon your arrival, either via the Service NSW app or a copy of your Medicare proof of vaccination certificate. If proof cannot be provided upon arrival, we will be unable to honour your reservation; no refunds or credits will be issued.

For all existing B&B and event bookings made directly with us:

In the event that you do need to postpone your stay - either owing to illness or to updated government advice in regards to travel and/or social distancing/isolation restrictions - we will offer a credit for a deferred stay (valid for use up to one year from the date of the original booking, subject to date availability) at no additional cost.

For all bookings made via a third party/OTA (e.g. Expedia or booking.com and their sub-brands):

Please check the policy of the OTA in regards to cancellations/date changes. We will adhere to these; guests may find that the OTA in question imposes a cancellation or reservation amendment fee. We recommend booking direct via the Terragong website or Facebook page.

In the event that local, state or federal government enforce hotel/accommodation closures:

We will contact all guests with the offer to move their stay to a later date (valid for use up to one year from the date of eventual reopening, subject to date availability). We will follow the advice of industry body Hosted Accommodation Australia in regards to cancellation/ refunds.

Should either of your hosts become unwell and need to self-isolate, leading to the temporary closure of Terragong:

All guests booked for the ensuing two months will be contacted and offered either a cancellation of booking with full refund, or the option to change the booking to a later date (up to one year from the date of the original booking, subject to date availability).

