



TERRAGONG

1858

Country House Bed & Breakfast

COVID-19 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).

For all existing B&B and event bookings made direct 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).



Our 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 are taking as part of Terragong's registration with the NSW Government as a 'COVID-19 SAFE BUSINESS'.

We thank you in advance for your understanding and cooperation; please do not hesitate to get in touch if you have any queries or would like further detail regarding any of the information included here.

Your hosts,

Simon & Darryl

June 14, 2020

Changes to Services & Operations:

- A 'whole of house booking' will constitute two or three of our three guest rooms (to a maximum of six guests/3 couples travelling as a family or group). Should two guest rooms be booked by a single party, we will close the third to booking by another party at no additional cost.
- 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 4 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 (2 or 3 guestrooms booked as a party/group booking) and only when guests are happy to share a breakfast table.
- 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.



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Guest Welfare

- We are using and ask that all guests staying at Terragong have downloaded and are using the [CovidSAFE app](#), especially when out sight-seeing and dining.
- 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 ensuites 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
- 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 (should they wish to wear one)
- We will not enter guestrooms whilst occupied unless it is necessary to do so (i.e. to undertake a repair)

