

COVID-19 PROTOCOLS

Sunset Cottage, Port Stephens



The property will be cleaned with commercial grade disinfectant approved by the TGA (Therapeutic Goods Administration). Our cleaning contractor has deployed enhanced cleaning & disinfecting procedures, in line with the 'Environmental cleaning and disinfection principles for COVID-19' as issued by the Australian Government Department of Health.

The following protocols will be implemented for the safety of all our guests, contractors and owners.

BOOKINGS

- There will be a minimum of 24 hours (1 Night Booking) between each booking.
- A guest register shall be required. The names and contact numbers of all guests that stay at the property must be supplied to the property owners prior to arrival. This includes all the details of individuals in the same family. These contacts will be supplied to government health authorities for contact tracing, if required.
- Guests will also be required to advise the owners if they become unwell during their stay in Port Stephens.
- All guests must comply with the directions and advice of all State and Federal health authorities as updated from time-to-time.
- Guests should maintain good hand-washing and social distancing practices while in Port Stephens.

GENERAL

- A commercial cleaner will be used for the cleaning of the property. Cleaning staff will be required to use appropriate PPE in line with Department of Health guidelines.
- A commercial linen supply company will supply sheets, pillow cases, bath towels, tea towels and bath mats. Linen is chemical washed and ironed at extremely high temperatures for hygiene purposes.
- Hand sanitizers will be made available for all guests.
- The lockbox and all keys shall be cleaned with disinfectant after each booking.

BATHROOM

- All surfaces will be wiped with disinfectant including sink handles, toilet buttons, window latches, draw handles, door handles and locks.

- Soaps will be replaced after each booking with new individually commercially wrapped packaged soaps.
- Toilet paper will be replaced with full unused individually commercially wrapped toilet rolls after each booking.

KITCHEN

- All surfaces will be wiped with disinfectant including all fridge, stove, cupboard, appliance and sink handles.
- Only PC (Portion Control) individually wrapped tea, coffee and sugar will be supplied.
- All Plates and Cutlery shall be wiped with a food grade disinfectant.
- No unpackage food will be supplied. Commercially packaged items only.

LIVING / DINING AREAS

- All touchable surfaces will be wiped with disinfectant including, tables, chairs, light switches, TV & Air-conditioner remotes, door handles and the compendium.
- No papers, brochures, magazines, business cards or advertising will be supplied unless sealed and presented in plastic sleeves.

BEDROOMS

- All touchable surfaces will be wiped with disinfectant including light switches, cupboard handles, window locks, latches and appliances.
- Linen to be supplied and laundered by a commercial linen supply company.
- Mattress and pillow protectors and doona covers to be replaced regularly.

We also recommend guests carry disinfectant wipes or hand sanitizer & follow regular handwashing guidelines for when you are travelling throughout Port Stephens. Don't forget social distancing.

We ask that if you are feeling unwell within 14 days prior to travelling or have come in contact with a person tested positive for COVID-19

DO NOT TRAVEL AND CONTACT US IMMEDIATELY

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