

*Q.: What **enhanced cleaning procedures** have been implemented since the COVID-19 outbreak in early 2020?*

A.: Because it is essential to clean and disinfect frequently touched surfaces often, especially between reservations, we now allow a 48 hour minimum gap between guests at our Creekbend house, and at least 24 hours between guests at Kilkivan Country B&B, to allow for comprehensive cleaning & disinfecting. By cleaning first, then disinfecting, we believe that we lower the risk of infection.

Our regular cleaning procedure:

1. We sanitise our hands thoroughly and then ventilate rooms prior to cleaning the premises.

2. We clean, then disinfect. Detergent or soap and water is used to clean; a product called Hygiene 2 is then sprayed on surfaces to eliminate any germs which may linger. We pay special attention to frequently touched surfaces, like light switches, doorknobs, remote controls, and taps.

Q. How can guests help to protect themselves?

Many guests, no doubt, will want to take extra steps to reduce their risk of infection. At **Creekbend**, we encourage social distancing by offering self check-in and checkout. There is a key lockbox beside the front door, for which you will be given a code just ahead of your stay.

At **Kilkivan Country B&B in town**, we have recently implemented **revised meal arrangements** to minimise risk to both guests and hosts. Until at least the end of Winter 2020, we are now making a microwave available in the Colonial Suite, as well as a table, chairs and cutlery, etc so that guests can use the provisions in the room's bar fridge to have **a continental-style breakfast**. As well as limiting personal contact, this means that guests can enjoy breakfast in the comfort of the air-conditioned bedroom. (However, because we pride ourselves on offering warm country hospitality and enjoy interaction with our delightful guests, the popular happy hour from 5pm of drinks and nibbles (by the living room fire in winter) will always be on offer, while preserving appropriate spacing procedures!

To help guests maintain a higher standard of cleanliness and hygiene during their stay, the houses are well-stocked with **hand sanitiser and disinfectant wipes** for use during the stay. Essential amenities, such as hand soap, tissues and paper towels are also supplied.