



Penghana

Bed & Breakfast

GUEST INFORMATION

EMERGENCY EXIT

Please familiarise yourself with your emergency exit plan displayed either behind or near your bedroom door. We can't stress enough the importance of this.

NO SMOKING POLICY

As detailed in your booking confirmation, smoking of any sort, including e-cigarettes, is not permitted within this National Trust property. The designated smoking area is highly visible and located at the exit end of the double carport.

WHAT'S IN YOUR ROOM?

- 2 luggage racks, additional pillows (different to what is supplied on your bed to provide you options. We appreciate how important having the right pillow is).
- 2 bath towels for each guest (bath sheet plus standard bath towel so you have choice or that extra 'hair' towel).
- an extra blanket, coat hangers, fluffy bath robe and slippers for each guest, a sachet of carefully chosen toiletries, environmentally friendly bathroom consumables, hot water bottle, alarm clock, hair dryer, shoehorn, extra power board, charger unit), **smart TV including printed operating instructions, complimentary Netflix and WIFI.**
- Each upstairs room and our Studio Bedsit is set up with **a carafe of filtered water** which can be refilled from the upstairs kitchenette dispenser. Our 2-bedroom apartment has its own ceramic water filter unit.

Please don't be concerned about drinking tap water – it is perfectly safe.

We just like to spoil our guests with something more.

- The season dictates whether your bed is made up with quality cotton or linen sheets or during chilly months (micro-flannel not flannelette). It isn't any trouble to change them, to suit your preference. Just let us know prior to bedtime.



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Bed & Breakfast

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OTHER EXTRAS

As the region is known for its changing weather, **we provide West Coast-branded umbrellas** for you to borrow. If you unfortunately misplace or leave with one on departure, we will charge your card accordingly.

We also offer you a **complimentary chauffeur service** to/from dinner when we are both available.

TEA, COFFEE & OTHER FACILITIES

Penghana's Owen, VIP suites and self-contained Apartment and Studio have 'in room' tea/coffee facilities.

The Sedgwick and Huxley Rooms have access to facilities in the kitchenette off the upstairs guest lounge. This kitchenette is also set up with pod coffee (with both single and double shot varieties).

All guests have access to Tasmanian, award-winning, roasted, plunger coffee, decaf coffee bags, a selection of Twinings teas, hot chocolate, honey, raw sugar, biscuits fresh full cream milk and your complimentary your slice of Penghana's homemade, 'Guilt Free' Fruit Cake. Ask us for the recipe. If it's not fruit cake, there will always be biscuits, muffins or local seasonal fruit.

Our self-catering spaces and upstairs kitchenette also come with: wine glasses, a wine cooler, serving platters, cheese and sharp knives, crockery/cutlery, cutting boards, microwave, toaster, salt & pepper, toothpicks, gladwrap and paper towels,

If you'd like a take-away coffee, we provide takeaway cups/lids too.

If you require ice, it's complimentary, but takes about 15 minutes to manufacture.

There's is an ironing board, iron, emergency sewing kit and a first aid kit in the upstairs guest kitchenette for sharing. The 2-bedroom apartment also has its own.



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Bed & Breakfast

GUEST INFORMATION

BREAKFAST & DIETARY REQUIREMENTS

If you are a guest in one of our upstairs ensuite rooms, we will liaise with you on a daily basis to book a specific time that is mutually convenient between 7am & 8.45am.

Guests in self-catering accommodation do not have the opportunity to have breakfast in the dining room unless you are part of a whole venue booking.

Breakfast at Penghana offers various cold options as well as a 'cooked to order' traditional style, Australian/English breakfast.

We source the best Tasmanian produce available. This includes, eggs, bacon, fresh produce, honey, coffee, as well as **homemade** chutney, jams, bread, yogurt and Burcher muesli.

There is no need to pre-order the night before.

Soy milk and gluten free bread are stocked and vegetarians catered for too. You are welcome to bring along your own specific dietary needs if preferred.

DON'T STAY IN YOUR ROOM – ENJOY PENGHANA'S GUEST AREAS

All guests have access to the upstairs lounge and downstairs formal sitting room.

We invite you to enjoy our selection of coffee table books, movies and TV shows (choose an episode, or a season), or just relax with a complimentary port or sherry and enjoy other guests' company. There is also a great assortment of board games and a corner for chess.

At the guest entry door, you'll find a complimentary library basket. Please help yourself whether or not you have something to exchange.

In our Ballroom, our newly installed permanent exhibition to celebrate the house's 125th birthday showcases the evolution of Penghana and the General Managers and their families who called Penghana home.



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Bed & Breakfast

GUEST INFORMATION

KEEP FIT WITHOUT LEAVING PENGHANA

Use our gym in the garage at the top of the driveway. Ask us for the key. If you aren't sure of how to operate the equipment, we're only too happy to assist.

For sunny days there is croquet, bocce and ring toss available for use in the garden.

NEED YOUR LAUNDRY DONE?

Leave your washing with us for the day. ***Charges apply.***

Each upstairs room and the Studio/Bedsit have an identifiable laundry bag for your use.

As the apartment, as it has its own washer/dryer, you won't need this service

Whilst our 'turn around' is normally same day, but if your need is more urgent, we can recommend our local Laundromat in Orr St (open 7 days).

HOUSEKEEPING

Staying more than one night? When you come down for breakfast, please advise if you wish your room to be serviced.

We can either undertake a full service or just collect any rubbish, replenish your amenities, and deal with used glassware, coffee cups etc.

OUR COMMITMENT TO THE ENVIRONMENT AND THE PRIVACY OF OUR GUESTS

We're mindful of reducing our environmental impact by decreasing the amount of energy, water and chemicals used on a daily basis. We are also committed to maintaining our Penghana standards whilst respecting your privacy and ensuring you have everything you need.



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Bed & Breakfast

GUEST INFORMATION

OUR WINE BAR

Penghana has its own on site liquor license. Our bar stocks a selection of Tasmanian wines and beers, including craft beers.

Happy Hour is popular from whatever time you wish! Just come and find us.

Tassie juices sparkling water, soft drinks and some nibblies are available for those late-night cravings.

There is an honesty system and we're happy to walk you through how to use the facility.

FANCY A BBQ?

Self-catering BBQ is at your disposal – the gas bottle is always full and ready for use.

NOT SURE WHAT TO DO WHILST STAYING IN QUEENSTOWN?

We are more than happy to assist you to plan activities that are may available at short notice.

KEYS AND SECURITY

We suggest when you are away from Penghana, please take your keys. On the off chance when you return or it is late at night you may find the guest door entrance from the car park is locked. Guests in the main house have a key to this door. Please relock once you are inside (thank you).

Security here hasn't been a problem since we purchased the business back in 2015 but we take our responsibility to look after all our guests very seriously by locking all external doors when we aren't onsite.

We'd also ask that you remember to return your keys to us on your departure, otherwise the cost incurred for replacement will be charged to your credit card.



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COVID SAFETY

As this business is an accredited tourism accommodation, we adhere to and take seriously our responsibilities across many issues, in particular COVID safety. We do this through our cleaning regimes, protocols and keeping 'up to the moment' with changing requirements as mandated by State and Federal Government including social distancing as recommended.

- The premises are deep cleaned on a regular basis
- All cleaning products used are COVID safe
- All touch surfaces are cleaned in guest spaces every clean
- Laundry is dealt with responsibly.
- Hand sanitizers are provided throughout the house, at every entry point and included on all guest keyrings
- Disposable masks are also available for guests
- All crockery and cutlery are put through a dish washer
- Staff are required to use a designated number of fresh cleaning cloths in each room and common area

**AS WE DON'T WANT ANYTHING 'MAR' YOUR PENGHANA EXPERIENCE,
PLEASE TELL US IF SOMETHING NEEDS ATTENTION, IMMEDIATELY**

We'd certainly prefer to have the opportunity to correct something for you now, rather than hear about it in a review once you have checked out.

WHY DO WE HAVE THIS INFORMATION AS A QR CODE?

It's COVID safe and no tired or outdated information and better for the environment.



Penghana

Bed & Breakfast

GUEST INFORMATION

WIFI PASSWORD FOR ACCESS VIA YOUR LAPTOP

FruitCake!32

Our mobile phone numbers for anything you need

Karen 0428 793 202

Steve 0429 793 202

Again, welcome to Penghana

Your hosts

Karen & Steve