



Glen Aplin Gardens

Bed & Breakfast

311 Stables Road ~ Glen Aplin Q 4381

Phone: 0408 951 071

Welcome

to our hosted

B & B

Australiana House

We wish you rest
and
relaxation

From your hosts

Allan & Jennifer Harris



www.glenaplingardens.com.au

Glen Aplin Gardens

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Dear valued guests,

Thank you for selecting Glen Aplin Gardens as your holiday destination. This is a shared house where we take the opportunity to welcome you to this friendly homely Queenslander house and to inform you of some items and information, which we hope you will find valuable while staying with us. Barney our Golden Retriever is the property pet and is always very welcoming of new guests.

Your hosts are:

Allan 0408951071 and Jennifer 0488002512

We are available 7am to 7pm (unless in an emergency) to ensure you have a good holiday. Please call us should you require any item of service or assistance.

Checking In: after 3 pm.

Check out: 10am on the day of your departure.

Earlier check-in and later departure times may be arranged (subject to availability & housekeeping) and may incur a further fee.

We are happy to securely store your luggage prior to check-in times if necessary. Please inform managers of your requests.

Payment arrangements:

Eftpos point of sale is available at Glen Aplin Gardens. We accept the following credit cards:

Visa, Master-card and Bankcard, which incurs a 2% surcharge on purchases within the complex.

Direct deposit or cash payment for your stay is available also.

Additional catering supplies can be delivered to the B&B:

Freshly baked daily from our restaurant - are the following items:

Plunger Coffee (2 serves)	7.00
Chai Late	6.00
Deserts	12.00
Home Made cookies	2.00 serve
Cakes	6.00 serve
Scones cream Jam	5.50 serve
Cheese Platter	18.00
Gluten Free products available	

Breakfast:

We delight in providing you with a wholesome breakfast to start your day. A continental breakfast is delightfully set out and served at 7.00am in the communal dining room of the B&B.

Breakfast menus vary over the seasons but consists typically of a combination of fruits in season, home-made bread and jams, a selection of commercial cereals, home-made muesli, crepes with berries and cream or ham / cheese / tomato croissants along with freshly squeezed orange juice.

If you wish to have a full hot breakfast you may make your choice from our restaurant menu. Menu selections will be charged to your account at the end of your stay. Please inform management of your request the night before.

We are happy to accommodate dietary requirements by arrangement.

Car parking:

There is ample parking space for your vehicles on the upper level car park opposite the steel garage. One space per room has been allocated.

Room Keys:

Your keys are supplied for your convenience along with a main door entrance key at checking in at reception. Please return these keys to reception at the end of your stay and ensure you carry these with you at all times. Lost keys will incur a \$75 fee for replacement. If you lock yourself out we have a master-key to save the day.

Those rooms leading to a veranda entrance have inside operated self-locking doors.

Privacy & Management Noise Requirements:

Please keep noise to a minimum at all times so other guests are not disturbed. Please be aware that not everyone stays up late.

Please consider others and keep noise to a minimum before 7am after 9 pm. Your privacy is very important to us. If you do not wish to be disturbed during the daytime, simply place the 'Do Not Disturb' sign on the outside of your bedroom door. Housekeeping may need access to your room during daytime hours for such reasons as checking windows or heating appliances.

This is a shared B&B house where not everyone is related or books their holiday together. It can be a pleasant experience to get to know other people on your holiday, being mindful of individual person's privacy in this shared house. Please make your choice of room suitable for your family or group. Parents should be mindful that there are no inter-connecting rooms or family rooms.

We would ask that all guests should be mindful and considerate of other guests in the B&B house.

Heating:

(i) Bedrooms:

A electric wall heater is located on the wall in your room. It is thermostatically controlled for efficiency and comfort at 22 degrees Centigrade. Please turn the heaters off when you leave the room for your daily touring.

In the interests of fire safety Glen Aplin Gardens Management authorises housekeeping to check all heating is switched off after guests vacate rooms daily.

Caution: Please do not drape or hang wet or dry clothing over the heater, as this will cause a fire hazard. Heated towel rails are available in your room for damp towels and we have an in-house laundry service should you require this.

(ii) Lounge and Dining Room Gas Heaters:

Gas heating is efficient and instant. Heating settings and duration of use depends on the seasons and we hope that all our guests are comfortable and warm in winter.

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In the interest of Fire Safety management require that all gas heaters are switched off when people leave the room on retiring for the night. Failure to do so wastes energy, raising costs and causes condensation on insides of windows.

Please consider other guests when using heaters as some people are more sensitive to temperature changes and it is recommended to dress appropriately for the weather conditions to stay warm in winter:

Ceiling fans:

In your bedroom: The fan is operated using a remote control and also operates the ceiling light.

In the lounge-room and outside back veranda there are individual operating switches to the fans.

Please turn off when area is not in use.

Electric blanket:

Your bed is fitted with double e-blanket, which can be individually regulated for each person or side. Please find your control beside your side the bed. Please turn off when not in use.

Environmental Policy:

At Glen Aplin Gardens we take care of the environment and would appreciate that you are conscious of this as well. This is a country property where resources are managed efficiently. Therefore, we draw your attention to the necessity of being mindful about wastage of water and more efficient methods of saving energy.

Bedding and linen:

Your beds are allergy free, hygienically cleaned and linen provided is laundered and open air-dried for freshness. If you require linen change or fresh towels please advise your hosts. Extra face washers, bath mats and hand towels are available on request.

Change of towels is on every third day of stay or on request for 3 or more days of stay.

Change of bed linen change is on the fourth day of stay for guests, who stay for 7 days.

Room tidy & bed-making in bedrooms:

A daily room tidy and bed-making service is available for \$25.00. a day. Please request this service through your host managers.

Common area tidy and clean daily:

Housekeeping tidies the common areas daily

Housekeeping cleans daily between 10am and 12md whilst you are out touring and enjoying your holiday stay. This coincides with daily checking out times and is important for timely change-over to the next incoming guests.

Heated towel rack:

The heated towel rack in your room is to keep your towels dry and fresh. Damp towels will dry quickly, so remember to switch the heater off when not in use.

Complimentary Bathroom toiletries:

Please enjoy our small gift of toiletries.

Should you wish to purchase further products there are gift packs and single items available in the Café Gallery shop.

Beverages:

Complimentary supplies are replenished daily and are available in the B&B kitchen pantry.

There is a selection teas and instant coffee.

Milk is supplied to guests on arrival.

There is small fee, which can vary depending on market pricing, for special dietary items. We are very happy to provide to guests who require dietary specific milk such as lactose free, coconut or goat's milk. Inform managers if you require any special dietary items on arriving.

Please advise us before you leave on your touring expeditions, if you require supplies to be topped up throughout your stay.

In-house TV:

Your TV is remote controlled. There is an instruction manual in the drawer of the dresser. (with exception Lavender room)

Lounge room has a TV, Video for all to use and share.

For children "Wi" games are available by arrangement. A check out fee is charged and refunded on return of items.

Please do not alter settings on the TV. Request management permission to use or attach any other appliance to these facilities such as gaming devices.

Wi-Fi:

Broadband internet is only available in the Café Gallery. Please request your password to access this service. Efforts are being made to have Telstra install internet in the B&B house as soon as possible.

Lending library:

For your relaxation pleasure we have a library of books and videos for your convenience. Please request your selected items. A small bond is charged on checking out a video and refunded on return of that item.

Damages:

Any damage sustained to your room or bathroom, or commonly use areas must be reported to your hosts or managers and paid for on your departure. Your credit card will be debited after your departure for any damages occurred during your stay (excluding accidents).

Drinking water:

Tap water from faucets/ taps inside the B & B and Café Gallery is filtered pure rainwater and is safe for drinking.

Please note: that all water supplied through garden irrigation hoses is from dam water and is not suitable for drinking. Alert signs are posted on each outside tap.

Electric Current:

240V AC 50 Cycles/ sec



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Office Services:

Competitive rates for Fax and Photocopy services are available. Please contact your hosts. Document printing is also available on request.

Fire Safety Procedures:

Please familiarise yourself with evacuation exits and procedures. A plan is posted in your room with the location and exit closest to your position. The emergency assembly area is at the lower level car park opposite the Cafe Gallery.

Parties:

The Café Gallery may be booked for functions. Please discuss your requirements with your hosts. We are licensed for BYO alcohol consumed with meals. Therefore it is both pleasant and practical to hold functions outside the B & B facility so as not to disturb other guests. Music and entertainment can be sourced from local artists by arrangement.

There is a no party policy at Glen Aplin Gardens B & B house.

Smoking:

As it is a State regulation, Glen Aplin Gardens is committed to providing a well-being environment.

Smoking is not permitted inside this facility or outside in the grounds of the property as this is a fire hazard.

A room cleaning and deodorisation fee of \$800 will be applied for non-compliance.

If smoke alarms are activated and the Fire Brigade is summoned there is an \$825.00 charge for a false alarm.

Children's requirements:

At Glen Aplin Gardens we aim to create a homelike environment for children under 6 years of age who, are accommodated in rooms the same as adults.

Parents who supply cots or bassinets for babies may house their children in their rooms without charge.

Children up to 6 years of age may stay with parents. Please request Management for a fold out bed at \$50 per day charge.

We can supply board games and hobby farm experiences for children with our farm animals.

Children over 6 yrs will be required to have their own room. We suggest the Lavender room, which does not have a TV installed to promote settling to sleep.

Local by-laws require that there are only 2 adult persons per room. Parents must supervise children at all times on this property.

Laundry and clothes washing and ironing facilities:

Should you require use of laundry machines please ask your host for information. Soap liquid is available and can be purchased at \$2.50 per wash and use of washing machine and dryer (if required) is \$5.00 per load.

An ironing board and iron can be provided to your room on request.

Glen Aplin Gardens staff will launder and iron your clothes as per schedule fees list supplied in your room. Should you wish to avail yourself of this service please make arrangements with your

host so we may enhance your holiday and relieve you of another routine chore.

Refuse:

Rubbish will be collected from kitchen bins daily. Please empty your bin rubbish into the outside bin adjacent to the back entrance.

Should you need to dispose of items the rubbish bin is located at rear of house behind latticework.

Pets:

Guests are reminded that we are proud to be pet friendly. Enquire and gain management permission at reception prior to your stay. Under NO circumstances are animals permitted inside the house. Your pet bed and or kennel should be erected outside your room during the stay. Guide dogs are the exception to the rule.

Things to consider for pet owners when bringing pets on holiday. We suggest you choose rooms with verandah access in which to stay. We are pet friendly and welcome pet owners to Glen Aplin Gardens. There has to be rules around pets in shared accommodation areas. Owners should keep their pet outside at night and be considerate of other guests if the dog barks. Management require a Pet Bond \$50.00 which is payable on checking in and is repayable on check out if your accommodation is free of damage. Pet owners are responsible to clean up dog waste. Keep your pet supervised & on leash at all times. We have a pet enclosure should you need to house your pet securely. Again we need to stress that other guests may object to having a pet inside common areas such as the kitchen and lounge-room.

Items to bring with you: Pet bed & blankets, coats and pet covers in wintertime, leads and braces, Water and food bowls, Pet food plus plastic bags for collecting dog waste. Dispose in waste outside bins provided. *Please note:* We understand that some people have small dogs and have them inside at night. Pets must not lie on beds or chairs. If you wish to have your dog housed inside and in your room over night, this will incur a carpet shampoo and pet clean fee of \$250.00.

Food storage and cooking facilities:

Local licensing requires us to comply with Food Safe regulations. Therefore guests are reminded that standard cleaning precautions and hygiene is required to ensure that food is stored, handled and refrigerated correctly. Use of the kitchen facility in this B & B is set up for all guests to be able to prepare a meal for themselves. Kitchen use for food preparation is ultimately everyone's responsibility.

To ensure that the kitchen is tidy and clean, the Glen Aplin Gardens staff will clean the kitchen each morning.

Daily Breakfast dishes and table settings will be managed by housekeeping.

To make the environment pleasant for all, we would appreciate guest's diligence in washing dishes & put away any food-stuff when necessary during other periods of kitchen use.

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You may keep your food, wine and beverages in the kitchen refrigerator but please ensure you label your property.

The Glen Aplin Café Gallery restaurant will be open between 8.30 and 9pm daily for your dining pleasure. We have included a menu in this information folder. Please arrange a booking with restaurant reception.

We have supplied a comprehensive list of local dining options for your pleasure in this folder.

Dining and entertaining:

We are proud to provide wholesome and tasty dishes at the Café Gallery restaurant.

Should you require a function or a quiet dinner for two please call Allan or Jennifer for bookings and your special requests.

Noise:

Please keep noise to a minimum at all times so other guests are not disturbed. Please be aware that not everyone stays up late.

Please consider others and keep noise to a minimum after 9 pm.

Non-compliance may result in loss of accommodation.

**Thank you from the Management
Glen Aplin Gardens**

Emergency Services

Ambulance: Dial 000 on your mobile phone and ask for the ambulance

Address: 311 Stables Road Glen Aplin

Police: Emergency 000

Fire : Emergency 000

Then follow evacuation procedures

Tourist Information

Tourist & Visitors Centre – 28 Leslie St Stanthorpe

Shopping Centres
Maryland Street Shops – assortment of fine shopping experiences

Woolworths Supermarket & Shopping Mall
High St Stanthorpe - 074681 1177

IGA Groceries (7 days) – cnr Railway and Davadi St Stanthorpe

Local petrol & service stations
Liberty - New England Hwy Glen Aplin
07 46834371

Caltex – Maryland St Stanthorpe -07 4681 2880

Post Office - 14 Maryland St Stanthorpe

Usefull Contacts

Taxi Services

Stanthorpe Cabs 07 4681 1800
mobile: 0409 724 293

Stanthorpe Hospital

8 McGregor Tce Stanthorpe 07 4681 5222

Medical Services

Granite Belt Medical Services 07 4681 2733
134 High St Stanthorpe

Old Medical Centre 07 4681 2974
138 High St Stanthorpe

Stanthorpe Medical Clinic 07 4681 3878
15 Victoria St Stanthorpe

Stanthorpe Medical Centre 07 4681 3888
12 Railway Pd Stanthorpe

Stannum Clinic 07 4681 3878
12 Victoria St Stanthorpe

Dentists

Granite Belt Dental 07 4681 1238
9 Baker St Stanthorpe

Stanthorpe Oral Health Clinic 07 4681 5248
8 McGregor Tc Stanthorpe

Pharmacies

Ballandean Pharmacy 07 4684 1003
28298 New England Hwy Bdean

Stanthorpe Pharmacy 07 4681 1155
44 Maryland St Stanthorpe

Granite Belt Pharmacy 07 4681 208
10 Maryland St Stanthorpe

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Glen Aplin Gardens Bylaws:

1. Noise:

Guest must not create noise likely to interfere with the peaceful enjoyment of a person staying with the Glen Aplin Gardens B & B establishment.

2. Obstruction:

- 2.1 All vehicles must be parked in designated areas designed for that purpose. A guest must not park or stand a vehicle or bicycle in an unauthorised place.
- 2.2 All vehicles may only be driven on parts of the property designed for that purpose and should be driven at a safe speed as directed by speed signage.
- 2.3 No guest should obstruct the lawful use of the common property areas such as farm paddocks and animal pens and cages. Guests are not permitted in animal enclosures unless with supervision from the owners. Glen Aplin Gardens is a working farm and safety of all parties is of greatest importance.
- 2.4 Guest must not use common areas designated for parking vehicles for storage or any other purpose other than parking a vehicle.

3. Damage to property:

3.1 A guest must not mark, paint, drive nails, screws or other objects into, or otherwise damage or deface a structure that forms part of the Glen Aplin Gardens accommodation house, café gallery or out buildings.

4. Behaviour of invitees:

- 4.1 A guest must take reasonable steps to ensure that invitees do not behave in a manner likely to interfere with the peaceful enjoyment of other guests and customers of Glen Aplin Gardens.
- 4.2 A guest must not leave rubbish or other materials on common areas in a way or place likely to interfere with the enjoyment of someone else.
- 4.3 There is a no smoking policy at Glen Aplin Gardens
- 4.4 Bush fires are highly dangerous and we would require all guest to be mindful of throwing cigarettes or burning fires on this property.

5. Use of services:

A guest or invitee must:-

- 5.1 Observe all requirements in the use of services.
- 5.2 Not use the Services for any purpose, other than for which they were constructed.
- 5.3 Not overload any services such as electric power points and heaters.
- 5.4 Not waste water and ensure all water taps are turned off when not in use.
- 5.5 Glen Aplin Gardens uses rain-water stored in water tanks.

Please be water wise.

6. Management and staff Access to your booked room:

The following reasons are necessary to have access to your room

- 6.1 Access to render assistance in emergency.

6.2 Access to rooms to close windows in storms, water leaks, switch off heaters, fans and electric blankets when rooms are not in use or vacated for the day.

6.3 Access to maintain or repair a facility service.

6.4 Access to clean your booked room when requested.

7. Security:

- 7.1 Close windows and doors when not occupying your room. Rain may enter by the windows in your absence.
- 7.2 Management may need to enter your room in your absence to secure windows and doors.
- 7.3 Please keep your room keys in a secure place.
- 7.4 We appreciate that you will return room and house keys on your departure.
- 7.5 Please ensure you have collected all your belongings prior to your departure. Should household cleaning staff find items left behind we will hold these until claimed. Your registration data should contain a forwarding address and contact phone number should we require to notify you of a lost or found item.

8. Night time security and garden lighting

8.1 Paths are light by LED lights

8.2 We recommend you use a torch if walking at night.

9. Safety in the bush and on a farm:

- 9.1 Safe covered shoes are recommended if walking outside.
- 9.2 Surfaces are uneven and guests are advised to take care when walking throughout Glen Aplin Gardens.
- 9.3 Glen Aplin Gardens management has taken care to design steps and pathways, which, are easy to navigate. Please keep to designated pathways.
- 9.4 Disabled guests will be assisted as required.

10. Bites and stings.

10.1 Many natural occurring insects and animals are found in the Australian Bush.

10.2 Please be aware that you should not walk in the bush land without first having protection from bites and stings.

10.3 Please wear protective clothing, sun hats and sun-screen as well as insect repellent.

10.4 Glen Aplin Gardens take no responsibility for injury of a guest who neglect to comply with these safety requirements.

11. Storm Season:

At any time Glen Aplin can experience severe weather. While we do not expect an issue it is wise to have a plan for managing these situations.

First aid kit: in pantry Water bottles: in fridge A torch: in kitchen

Glen Aplin Gardens has emergency supplies and a generator.

Candles must not be used in your room or throughout this facility.

Candles may trigger a fire alarm.

False call outs will result in a guest incurring QFS fine of \$825

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List of inclusions in each bedroom

Location	Items	Where to find
Keys	Security keys Room & House Key	Supplied on arrival - Please hand into manager prior to leaving On your Personalized key ring
Property Guide	Information booklet supplied to each room group	On arriving at check in Copy in Information package in each room
Each room	Smoke detector	Ceiling
Windows and sliding door locks	Self locking sliding door handle Secure Windows locks click shut when closing	Each Sliding door Each sliding window
Each bedroom	Information handbook	On bed
Linen	Bath & Hand towels Face washer Towel racks Extra Blankets & Doona	On each bed On each bed Inside en-suites and bedrooms as applied Inside each room's wardrobes or on beds and Inside bed- box (Australia Room)
Towel drying rack	Heated towel racks	In each bedroom and en-suite
Linen change	Towels on 3rd day Bedding on 4th day	For those guests staying longer than two days For those guests staying 7 days.
	Extra pillows	On request Free
Cleaning Services	Request for your room clean	Daily \$25.00
Areas for Hanging up Clothing	Cloths hanging racks French Mannequins Cloths Hooks Coat Hangers	Within wardrobes as applied (Verandah and Lavender room) Australia and Valley View, & Cottage Garden room Back of bedroom & bathroom doors Inside wardrobe doors, Supplied
Bed warmers	Electric Blanket	Each bed
Heating	Electric thermostatic heater	On bedroom wall (please turn off when not in room)
Lighting & cooling	Two bedside lamps, Hand-held remote	Beside each bed Room light and ceiling fan

List of available items for all guests to use

Location	For use by all guests	Where to find items
Kitchen	Kitchen cookware Gas Stove and electric oven Refrigerator Broom and brush Dishwashing liquid & tablets Plastic rubbish bags Cleaning sprays and disinfectant and cloths	Kitchen pantry & cupboards Separate shelves for each room Beside fridge Under kitchen sink-bench Under kitchen sink-bench
Verandahs	Outdoor settings	Front & Rear verandahs
Bathrooms	Extra Bath mats Extra Face washers Complimentary hand soap Complimentary tissues	Available on request On every bench top an bathroom All bedrooms and in common rooms
Lounge-room	TV and video player Gas heater	Please request assistance if any difficulty in op-erating these items.
Dinning Room	Dinner set and Cutlery	Glass door Dresser Inside drawers of dresser