

The Gold Creek Inn is currently open for business and there are no reported cases of COVID-19 in our local community. During this uncertain and emerging situation, we will continue to monitor communications with public health and the media to keep ourselves and our guests updated. Click the links below for updated Government Updates.

- [Nevada County Health Department Updates](#)
- [CDC Information](#)

As per our standard practices for the safety of our staff & guests the following cleaning tasks are routine and ongoing at the Gold Creek Inn B&B.

- We always clean entire room, sinks, toilets, showers, floors, beddings, linens & all surfaces in a room after each guest checks out.
- We daily disinfect our kitchen, common areas, & all doorhandles.
- All common and guest bathrooms are stocked with hand soap and disposable towelettes or towels to ensure everyone has access to properly washed hands.

In addition to our standard cleaning routines, we have also implemented the following policies and precautions:

- In to limit the amount of exposure due to the volume of guests coming & going we will be requiring a 2 night minimum stay for all future reservations made from March 13th, 2020.
- We have temporarily suspended all of the B&B food services, snacks, access to the kitchen, and common use of appliances, including, refrigerators, microwaves, toasters, coffee machines, stoves, ovens, etc. In doing the following best practices, we have reduced our nightly rates because of the limited access, services, & food.
- We are also reducing our nightly rates to encourage more business, as we have seen a 60% decrease in guest volume since the declaration of a worldwide pandemic.
- We have also raised our cleaning fees to compensate our staff and cleaning supplies for the more extensive measures of time & sterilization procedures.
- All guest & staff have access to hand sanitizers & wipes.
- We have increased the frequency of sterilizing common surfaces by cleaning with commercial grade disinfectant solutions as prescribed by the EPA and CDC.
- We continue to ask all staff and guests exhibiting symptoms of the flu or COVID-19 to refrain from coming to work or visiting the Property.

- The following link is a published document provided to staff and guests for appropriate [preventative measures](#) that individuals should take to minimize potential exposure to the virus and other germs.
- We have modified our cancellation policy for those directly affected by the virus (see below for our modified policy).
- As always we will continue to offer self check-ins to any guests who prefer not to directly interact with staff members.
- All above Policies are subject to change upon the developing status of COVID-19 situation.

A healthy community takes a collaborative effort. We are doing our part to prevent the spread of COVID-19 and other illnesses and encourage everyone to be maintain clean hands and environments.

Cancellations

If you are directly affected by Coronavirus travel restrictions (i.e. you are unable to travel due to quarantine, flight cancellations or illness) we will permit cancellations up to 1 day prior to arrival. Cancellations made between our standard 72 hour cancellation

window and the 24 hour cancellation window will be refunded with a Future Credit for the full value of your booked stay, for up to one year. Same day cancellations will be determined on a case-by-case scenario, but will be subject to the same terms as above. Cancellations prior to the 72 hours will be according to our standard cancellation policy unless they are directly affected by the Coronavirus travel restrictions, in which case we will offer the standard 90% refund or a 100% credit towards a Future Stay for up to one year. We appreciate our customers understanding that we are not in a position to give a 100% money back refund, as our processing fee covers the transactional costs for the business.

Third Party Booking (AirBnB.com)

Please note that the Gold Creek Inn cannot make exception to reservation terms through third party bookings. The Future Stay credits are available for the third party bookings. Contact us Directly for Details. (530) 263-8972.