

MANAGEMENT PLAN – COMPASS BEACH HOUSE:

33 Compass Circle, Yanchep

Guests:

- Maximum of 6 sleeping guests for a stay on minimum: 3 nights.
- There is to be no more than 4 visitors of the guests during the day time, this means the maximum number of people in the home at any one time is 10.

Upon making a reservation, it is required that guests provide their personal contact details to the property manager. A guest register will be kept on the property and will record all guests and visitors which attend the property.

Agreement:

A signed agreement will be made between all guests, visitors, and the owners regarding the rules and regulations which must be abided to whilst on the property. Any non-compliance with these will result in immediate eviction from the property.

Visitors:

All visitors of guests on the property are to be disclosed their contact details to the property manager. Visitors are required to provide their contact information to the Property Manager prior to arrival as detailed within the Code of Conduct.

There is a penalty of \$50 per night per extra guest that exceeds 6, there is to be no more than 4 visitors of the guests during the day time, this means the maximum number of people in the home at any one time is 10.

The Compass Beach House is not a party house and parties will not be tolerated on the property under any circumstances. Breach of this will be immediate eviction.

Parking:

4 parking bays are available on the property. Guests are advised where the allocated parking bays are and are not permitted to park on the grassed area at the front of the property, the verge or on neighbouring properties.

The penalty for parking outside of the allocated parking bays may result in the vehicle being towed.

Check in / out:

All guests are sent a welcome email prior to arrival advising of address and lock box key access details. This information must be confirmed received prior to arrival date and a follow up email if needed.

Pets:

Pets are not permitted on the property.

Smoking:

Smoking outside is allowed on the property and cigarette butt bins are provided.

Code of Conduct:

A copy of the code of conduct is kept on the property and is to be read by guests who attend the property. The code of conduct will be kept in the house manual with other information relating to the Holiday House.

Noise:

Excessive noise is not permitted within the hours of 10pm - 9am, if noise from guests continues to be excessive during this time, neighbors have the option to contact the property manager or ring the police to assist. Excessive noise or disturbances to the surrounding neighbors will not be tolerated.

Guests must abide by any noise restriction conditions, standards and orders issued by police or any regulatory authority to minimize impacts upon the residential amenity of neighbors and local community. The penalty for noncompliance of code of conduct will be either be loss of bond or eviction and termination of the booking.

Emergency contact:

Guests have the option to contact the property manager or contact emergency services on 000 in an emergency.

Complaints Management Procedure:

- Guests will need to acknowledge that they have read, understood and agreed to the Code of Conduct and house rules before the date of check in, if they do not agree, the guests reservation will be cancelled.
- The surrounding neighbors will each be given the contact numbers of the Property Manager who will be accessible 24 hours a day.
- Any complaint will be investigated within 1hour of receiving the complaint, documented, and rectified to their satisfaction.
- We will notify the complaining party of the outcome via phone or email as soon as an outcome has been reached.

The booking sites I operate with have strict rules and regulations that govern both guests and owners/property managers of premises that will assist in the effective and efficient management of these premises. From experience guests are well behaved and fully aware of their responsibilities and respect to their surrounding neighbors. All guests and hosts undergo a 5 star rated review process after checking out and private feedback can be given to Airbnb/ Stayz if any concerns are raised. This information is then visible to other hosts and guests if they want to make another booking.

Waste Management:

General / recycle waste bins are available at the property and are placed to the verge for rubbish collection, bins will be put on the verge and removed from the verge by the property manager.

Guests are to dispose of all rubbish and the cleaner will also assist in managing waste on the property.

Advertising:

The Compass circle property is advertised as a short term holiday rental on Booking.com , Airbnb and Homeaway Stayz. Bookings are taken and managed via their online websites and the verified by the property manager prior to being approved.