

Operational Management Plan

Host Ezy manage 17 Esplanade, Rockingham for unhosted short stay accommodation. It has a Property Management System that allows the property to be marketed across multiple booking platforms including, but not limited: Booking.com, Airbnb, and VRBO.

HostEzy have professional cleaning services engaged and occasionally call on the applicant's for lawn care and general maintenance.

The property will be listed with a minimum 2-night requirement.

When a guest requests to make a booking to stay at this property, the managing agent Host Ezy will view and determine whether the guests profile includes the required verification details below:

- Contact details including guests full name, address, phone number and email address. If the booking is made by a company for an employee we will accept the address of the company.
- Acceptance of our stipulated house rules, detailed on the Property website and booking platforms.
- Confirmed payment
- Government issued Photo ID
- Total number of guests for the booking.

There will be a maximum of 7 guests occupying the property at any one time. Bed configuration will be 2 Queen beds, 1 single bed and 2 bunk beds. Guest numbers are checked upon booking confirmation.

The property will be available for short stay up to 3 months at any one time. Owners will use the property from time to time and will book the property via their owner portal through the property management platform.

House Rules - Code of Conduct

The property has a strict No Party Policy.

SMOKING POLICY

Smoking inside the property is prohibited. Smoking on the front verge is permitted. Fines will apply to guests who do not adhere to this policy

PET POLICY

We do not permit pets at any time with the exception of guide dogs. If guests have an animal, it is considered a breach of accommodation conditions and they will be asked to leave or remove the animal.

Guide dogs are permitted and must have a medallion on their collar with the registration number and the owner must also carry a laminated pass (with the owner and dog's name). Guide Dogs are required to be harnessed in public areas. Guests must advise ahead of time if they will be travelling with a Guide Dog.

Property damage

Any property damage above wear and tear, is the responsibility of the guest. Any associated repairs costs will be passed on in full to guests.

Guest parking

Dedicated car bay are available at the property for guests occupying the house. Guest parking is also available in public areas.

Check in and Check out Procedure

Our Check in Time is strictly 2pm each day and our Check out time is 10am each day. Our check in procedure is provided to each guest upon booking and is provided to them via email.

On Check out our Host Ezy Management team or Housekeeping will attend the Property to check the House, verify status, key availability and then Housekeeping will commence the cleaning procedures.

There is also a hard copy of the House Rules at the property in the form of a Guest Handbook Folder.

This folder includes information for emergency contacts, management team contacts, information on the local area and attractions, and also the important details listed below.

RIGHT OF ENTRY

In the event that our management team have a legitimate cause for concern or if the guest has not been seen nor been able to be contacted over a period of time, the property may be entered by a HostEzy or Owner representative to ensure the safety and comfort of all guests is in order.

RIGHT TO REFUSE ENTRY

Our management team, reserves the right to refuse a guest entry to the property for any reason.

UNACCOMPANIED MINOR/SA child who is staying without the accompaniment of a parent, guardian or adult over the age of eighteen (18-years) is considered as an unaccompanied minor. An unaccompanied minor/s are not permitted to stay.

MAINTENANCE ISSUES

Any maintenance issues should be reported to our Management Team HostEzy, as soon as they arise using the contact numbers provided. They will then be attended to swiftly. This includes any accidental damages or breakages. The property is regularly maintained with Housekeeping services and Maintenance contractors.

WASTE MANAGEMENT

Rubbish and recycling items are to be disposed in accordance with the City of Rockingham policies. All guests are expected to remove rubbish from the property and place into the Council provided bins.

Bins are located at the front of the garage at the driveway entry. If staying more than four days, please place the bins on the verge, **council bin days are Mondays.**

GUEST COURTESY AND NOISE POLICY

For the comfort of all our neighbours we ask that noise is kept to a minimum so everyone can enjoy a peaceful and comfortable stay. Guests and visitors are required to adhere to quiet time between 10pm and 7am Monday to Saturday and 10pm – 9am on Sundays and public holidays. We request that any non-registered visitors leave the property by 10pm each evening.

GUEST MANAGEMENT AND COMPLAINTS PROCEDURE

Our Management Team are available 24hrs a day, 7 days a week. Contact numbers for the Management Team will be provided to neighbouring properties and any complaints will be handled ASAP, including eviction of the guests if required.

All guests are provided the House Rules at booking and available at the property on check in and can also view this information online on the Management Teams Website and Booking Platforms.

All guests agree to these House Rules upon making a booking. If a guest fails to adhere to the House Rules of the property, they risk having the booking cancelled immediately and eviction from the property.

Our Management Team, is are available to attend the property when required.

A complaints register will be kept that includes:

- o Date and time received
- o Complainant details (if not anonymous)
- o Nature and details of complaint
- o Actions undertaken and outcome
 - Expected Response Time
 - Resolution method with guests (e.g., contact methods and warning notice, eviction etc.)

EVICTION OF A GUEST

HostEzy management team contact details, will be provided to neighbouring properties and any complaints will be handled and may cancel a guest booking and evict an inhouse guest or visitor if they fail to adhere to the house rules.

Guests who are evicted from the property will be blacklisted from the property and we may choose to notify the police. A guest is subject to such eviction should the following (but not limited to) occur:

- Intoxication and unsavoury behaviour
- Offensive or excessive noise
- Anti social behaviour
- Overcrowding – when the number of persons in the house exceeds the capacity (see maximum capacity 7 persons)
- Physical or verbal assault towards management staff or neighbours.
- Wilful damage to the property
- Any incident for which the police need to be called onto the premises
- Any behaviour posing a safety threat to others
- Ignoring advice to reduce excessive noise (music or other noise)
- Throwing of objects over fences.
- Smoking within the property (a cleaning and deodorizing fine will also apply)

HostEzy is available to assist with guest queries. Host Ezy employs a number of local staff members with the main contacts below: HostEzy, Host@HostEzy.com.au, +61477555798.

Host Ezy Staff are available in person and by phone 24hrs a day, 7 days a week via an emergency number.

Managing Staff contact details are made available to all guests on check in. In the event of an emergency contact 000.

We always reserve the right to refuse, accept or cancel a reservation at anytime, even once a guest has arrived or is already in house. Our set of House Rules is displayed

both on the website and in our comprehensive Guest Booklet which is located inside the property.