Rockingham Apartments

Serbi Pty Ltd ATF The McGavin Family Trust T/A

ROCKINGHAM APARTMENTS

ABN: 28 042 108 416

Quality Tourism Accredited Business

Member – TCWA – EP – 044-0226

Management Plan
For
Short Term Accommodation
For the Property

Shoalwater Holiday Home
13 Carlisle
Shoalwater, WA 6169

Scale of Operations

Rockingham Apartments will be the Exclusive Managing Agent for the Shoalwater Holiday Home, the property located at 13 Carlisle St, Shoalwater, WA 6169

The Property Is not subject to Strata Management

Rockingham Apartments employs a number of local staff members with the main contacts below

Robert Mcgavin – Director – 0418444747 – rob@rockinghamapartments.com.au

Jodie Nosworthy – General Manager – 0419444787 – rob@rockinghamapartments.com.au, bookings@rockinghamapartments.com.au

Tammy Capes – Guest Relations – 0439221071 – bookings@rocinghamapartments.com.au

Heather Hackett – Guest Relations – 0439221071 – bookings@rockinghamapartments.com.au

Rockingham Apartments also employees its own team of Housekeeping and Maintenance Staff.

Staff are available in person and by phone 24hrs a day, 7 days a week and can attend to any property within 10-15 Minutes if required for any reason at any time.

Staff contact details are made available to all guests on check in and there is a sign on the back of the entry door. Details are also available in the Guest Book, detailing staff contact details as well as standard emergency contacts such as 000.

We are also happy to provide all these contact details to any adjacent neighbours of the property.

Rockingham Apartments, runs a secure channel manager booking system BEDS24 which all bookings are fed into, regardless of the platform they are booked on. This allows for complete control of bookings and doesn't allow for double bookings to occur.

The property will be advertised for bookings on the Rockingham Apartments Website, Booking.com and Expedia Platforms, which are directly connected to their Bookings Channel Manager, BEDS24.

Each Day a report is created with the following days Guest Check in / Check Out list to reconfirm all bookings.

The Property is a 3 Bedroom, 1 Bathroom House, with a driveway and outdoor patio area.

The maximum guest capacity is 6 Guests with parking for 2 cars in the gated area of the driveway. There is also space for 2 visitor cars in the non gated driveway of the property.

Guest numbers are checked upon booking confirmation and also monitored upon check in and during the guest stay with Housekeeping.

The property has a strict No Party Policy

The property will be available for booking all year round with a minimum stay requirement of 2 nights for each booking, with the exception of Easter and Christmas periods to have a minimum stay requirement of 4 nights for each booking.

Booking Requirements

Guest bookings can vary in length with our average being 4-7 days. We do also anticipate around 50% of our bookings to have a length of 14-28 Days.

As listed earlier we will have minimum night stays in place with the standard being 2 nights and 4 nights for Easter and Christmas Periods.

When a guest requests to make a booking to stay at this property, our managing agent Rockingham Apartments can view and determine whether the guests profile includes the required verification steps 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 our website and booking platforms.
- Confirmed payment
- Government issued Photo ID
- Total number of guests for the booking.

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 Rockingham Apartments website and in our comprehensive Guest Booklet which is located inside the property.

Check in and Check out Procedure

Our Check in Time is strictly 12pm – 6pm 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.

Every Guest is personally greeted on check in by our management team who also verify each Guest by checking Government issued Photo ID and Credit card.

There is a guest register log that is also completed and retained by the Management team at the time of check in.

Guests are instructed to contact us 30mins prior to arrival at the property so we are able to meet them there on arrival. The guest is shown around the property, this includes the parking area and rubbish bin area and is again given instructions on expected guest behaviour and shown the comprehensive Guest Booklet and list of contact numbers for our staff.

On Check out our management team or Housekeeping will attend the Property at 10am to check the Unit, collect any Keys and then Housekeeping will commence the cleaning procedures.

House Rules

House rules are available on the Rockingham Apartments Website and booking platforms.

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 (Rockingham Apartments) contacts, information on the local area and attractions, and also the important details listed below.

PET POLICY

We do permit small pets and guide dogs. If guests have a pet or Guide Dog they must get approval from Rockingham Apartments prior to arrival and pay a $500 pet bond. 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.

PHOTO IDENTIFICATION

Valid photo identification (ID) matching the name of the main guest within the reservation must be presented at time of check-in/arrival. This is required in order to verify identity for security purposes and to protect the credit cardholder. A valid Australian driver's license, Australian issued proof of age card or an international passport are all acceptable forms of photo identification. This ID may be copied and securely stored as record that we have verified who guests are and their authority to use their credit card as a combat to increasing credit card fraud. As per our privacy policy, any personal information contained on the collected identification will not be on-sold; will be securely stored and carefully disposed of at the end of its usefulness.

RIGHT OF ENTRY

In the event that our management team at Rockingham Apartments 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 management representative to ensure the safety and comfort of all guests is in order.

RIGHT TO REFUSE ENTRY

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

SMOKING POLICY

The property is non smoking, with the exception of the balcony and outdoor area at the back of the property. Fines will apply to guests who do not adhere to this policy. Guest are shown where smoking is permitted.

UNACCOMPANIED MINOR/S

A 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.

HOUSEKEEPING SERVICING

Housekeeping servicing applied during the stay dates is communicated during the reservation process. Our standard housekeeping service is provided weekly for stays longer than 7-nights. The Property will be fully cleaned once every seven (7) days.

Additional Housekeeping is also available at any time upon request.

MAINTENANCE ISSUES

Any maintenance issues should be reported to our Management Team Rockingham Apartments, 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, Gardening Services and Maintenance contractors.

PARKING AND EQUIPMENT STORAGE

Guests and visitors are required to park in the driveway behind or in front of the gates

Verge or street parking is strictly prohibited.

Guests have access to storage areas for items such as beach equipment in the back patio and grass area.

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. Guests are shown where the bins are located on check in. Housekeeping is responsible for putting out and taking in Bins on the allocated bin day and will maintain the cleanliness of the bins and their allocated store area.

GUEST COURTESY AND NOISE POLICY

For the comfort of all our guests and 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.

Please also extend this courtesy to our neighbours when entering and exiting the garage and driveway.

GUEST MANAGEMENT AND COMPLAINTS PROCEDURE

Our Management Team are available 24hrs a day, 7 days a week.

Contact numbers for the Management Team, Rockingham Apartments will be provided to neighbouring properties and any complaints will be handled swiftly, including eviction of the guests if required.

All guests are shown the hardcopy of the House Rules folder 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, Rockingham Apartments, is always available to attend the property when required within 10-15mins.

EVICTION OF A GUEST

Our management team, Rockingham Apartments, 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 all Rockingham Apartment locations 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 suite exceeds the capacity (see maximum capacity per suite table)
- Physical or verbal assault towards management staff, neighbours or other guests
- 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 the suite balconies or from windows
- Smoking within the property (a cleaning and deodorizing fine will also apply)

Property Management Team Additional Information

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Rockingham Apartments is a leading Short Term Accommodation Management Company specialising in Luxury Self Contained Accommodation primarily for the Corporate sector.

The company has a very strict No Party Policy and controls all confirmed bookings, which aims for a 85-90% Corporate Guest allotment.

The majority of Clients Rockingham Apartments caters too are essential for the Rockingham Industrial Strip and HMAS Stirling and include Rockingham Kwinana Hospital, Department of Defence, Department of Education and we also cater to companies such as Veolia, BP, Rio Tinto, Serco, ARC Infrastructure, James Fisher Defence and Mineral Resources, to name a few.

Rockingham Apartments has a dedicated Website for Advertising, Information and Bookings.

They are members of the Tourism Council Of WA, Destination Perth and The Rockingham Kwinana Chamber of Commerce



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