



Resident Information,
Terms & Conditions and
Accommodation Contract
“Minimum Contract Period is 11 Weeks”

2016

Guest: _____

Room Number: _____

Arrival Date: _____

Welcome to Shotover Lodge!

We trust that you will have a fantastic time with us.

This handbook provides information about your accommodation contract and the facilities on offer at Shotover Lodge; it also outlines the basic rules and guidelines that are necessary for its smooth running. Secondly, it outlines the Terms & Conditions and Accommodation Contract. We encourage you to familiarise yourself with the information in this booklet and please do not hesitate to approach us if you have questions or concerns.

Our aim is to make your stay with us as comfortable and as easy as possible, please read this information pack and the terms & conditions of staying at Shotover Lodge.

Payments

On check in to Shotover Lodge we require the amount of 1 weeks' rent as a security deposit for your stay and also payment of 2 weeks rent.

Single occupancy	Initial payment: \$720	Weekly rate: \$240
Double occupancy	Initial payment: \$960	Weekly rate: \$320

It is mandatory for all guests to set up a direct debit into our nominated bank account for payment of weekly rent after that. The rent needs to be in our bank account on the day that it is due, so please ensure the direct debit is set up for the day before rent is due.

Shotover Lodge Bank Account Details

ANZ

06-0949-0254875-000

Queenstown Resort College Limited

Your reference should be: Name: _____ Room Number: _____

First weekly payment due date: _____ Amount: _____

Length of stay

Your stay at Shotover Lodge will be ongoing until you advise reception of your planned departure date. It is a condition that you provide 2 weeks' notice. If insufficient notice is provided, a charge equal to 2 weeks rent will apply. Please ensure that the correct departure date is provided to reception, as your room will be sold from that date. In the case that you provide an incorrect departure date, we may not be able to extend your stay, as it will be dependent on availability.

Internet access

20GB of internet is provided per person, per month. Please see reception each month for a new ticket. If you go over your allowance you can purchase a top up at reception.

RESIDENT INFORMATION

Reception

Reception office is open from 8am – 7:30pm, however we do have a night manager on the premises that you are able to contact after hours, for emergencies only.

Keys

Each resident receives a set of keys on arrival. Key sets must be returned to the Reception at the Lodge before departure. Failure to return the key sets at these times will result in a penalty of \$25.00. If during your stay with us you lose your room keys, there is a fee of \$40.00 to be paid to reception before we are able to give you a replacement set. This is non-negotiable as we have to replace them. We also have a fee of \$50.00 in the case that you are locked out of the building outside of reception hours and require the night manager to let you into the property.

Your Room – Linen and Cleaning

Shotover Lodge provides pillows, but does not provide duvets or towels. If you would like to hire bedding and towels, there is a one off cost of \$60 per bed. It is then your responsibility to wash and dry your own linen. Removal of linen from housekeeping storage is not permitted and would be considered theft resulting in termination of accommodation and forfeiting security deposit.

Additionally, it is your responsibility to keep your room tidy and clean. Shotover Lodge does not provide cleaning products. We do lend use of a vacuum – please see reception to borrow the vacuum. Please ensure heating is switched off when you go out. It only takes a few minutes to heat up again.

Inspections

Residents are required to keep their rooms to the standard of tidiness required at Shotover Lodge. Room Inspections are conducted on a monthly basis, with at least 24 hours' notice given. Should you wish to be present please notify the Lodge managers prior to any inspection taking place. Please ensure your room is clean and tidy.

Quiet times

Between 10.30pm – 8am. We have many people living at the lodge who work during the day. Please ensure you keep noise to a minimum after 10.30pm.

Security and Safety

For your own security, please keep your room locked at all times when you are out. Management will not be held responsible for any loss or damage of personal possessions inside or outside the property.

Management staff have the authority to enter your room at any time should this be needed for health or discipline reasons. They will respect your space and always knock first.

Communal Areas

Relax and enjoy your stay at Shotover Lodge! The only other thing that we ask is that you respect all our other guests by cleaning up after yourselves, be it in the communal kitchen or guest lounge by washing your dishes ready for the next guests to use.

All communal areas are cleaned a few times a week. The rest of the time, it is our guests' responsibility to keep the areas clean. Please report any concerns to management about cleanliness in communal areas.

Lounge – open 24 hours

The communal lounge is open 24 hours. Please be considerate of quiet times with late night TV viewing if you are the last to leave, please turn off the TV, ensure your area is tidied, and turn off all lights and the fire.

Kitchen – open between 8:00am until 10.30pm

Please don't leave cooking unattended due to fire hazard. Ensure all rubbish or food scraps are placed in the rubbish bins provided. We like to recycle, so please help us out by using the correct bins. All chattels provided for the communal use of tenants must not be removed from the premises. Please return cooking equipment and dishes to the communal kitchen after use, including crockery, cutlery and kitchen utensils. If using the communal fridge and freezer, please label and date your food.

Do not remove food that is not yours! This will be treated as theft and be dealt with accordingly.

Laundry

It is your responsibility to wash and dry your own linen. There are 2 laundry rooms on each floor. It costs \$2 to wash and \$2 to dry. You will need 2 x \$1 coins for each cycle. If you require washing powder we sell this in reception. Please remove your washing and drying from the machines as soon as the cycle is finished, to allow others to use the machines. Removal of linen from housekeeping storage is not permitted and would be considered theft, resulting in termination of accommodation and forfeiting bond.

Car park and bins

Please park in the large, back car park. **One car per person please.** Blue bins are provided for recycling and a large rubbish skip for general waste. Please use the car park bins.

Drying/Storage room

Please feel free to use this room. We do not take responsibility for items stored here, but have not had any issues in the past. Please ensure all snow is removed properly from boots and equipment before you enter the building to ensure the carpets aren't damaged.

Animals

No pets may be kept on the Lodge premises.

Additional guests

Guests & visitors are restricted to one only per resident and only for single room occupants for up to two nights. The permission of the Lodge Managers is required if there are to be any different arrangements. All guests & visitors must be signed into reception on arrival or before 7:30pm if after reception hours.

Overnight guests charge is \$20.00 per person per night.

Any resident wishing to have a guest stay must sign them in at Reception before 7:30pm. Failure to inform staff of a guest will result in an overnight charge of \$50.00, which will be charged to the resident's account. Host residents are responsible for the behavior of their guest at all times. Behaviour must comply with those of our terms and conditions.

Lost Property

Any items of clothing or personal affects left in the common areas of the Lodge will be taken to the lost property which is held at Reception. All lost property that is not claimed after a time will be donated to charity.

Complaints procedure

Contact any of our staff and we will help.

Departing Shotover Lodge

On your departure day, once you have cleared your belongings a condition report will be conducted with a member of staff. This involves checking your room to ensure that it is left in a clean manner and no damage has occurred.

As part of the condition report, it is expected that:

- All surfaces will be clean and dry, including the kitchen, microwave, fridge, bathroom toilet, shower and basin/mirror.
- The room also needs to be vacuumed – please ask reception team for use of the vacuum.
- No extra dishes or cutlery will be in the room other than the original basic set. Please return any extras to the communal kitchen. The original set includes 2 of each dish and 2 of each cutlery item.
- All personal items must be removed from the room, as well as any rubbish which can be disposed of in the car park rubbish bins.
- Please take all sheets off the bed and place in a neat pile on the floor along with the towels.

Please ensure that the above tasks are completed prior to the condition report to avoid delays in your departure. On the condition that your room inspection is satisfactory, your Security Deposit of 1 weeks' rent will be transferred into your bank account. Please ensure you provide bank account details on departure for your Security Deposit to be refunded. Please allow up to 1 week for the transfer to go through.

Please also ensure you have arranged for your mail to be forwarded to your new address, as we are unable to forward mail from Shotover Lodge.

ACCOMMODATION CONTRACT & TERMS AND CONDITIONS OF RESIDENCE

Applicants accepted for admission as residents at Shotover Lodge are required to sign the Accommodation Contract binding them to comply with the General Conditions of Residence the Contract Payment Schedule and the Shotover Lodge Terms & Conditions of Residence as outlined in this document.

I. Acceptance of Offer

- a. The resident has been offered a place in Shotover Lodge. When signing the Accommodation Contract, the resident acknowledges that they have read and fully understood the Guest Information and Accommodation Contract, the Payment Schedule and the Shotover Lodge Terms & Conditions of Residence.
- b. The Deposit as outlined in the Invoice is required to confirm the resident's acceptance of a place at Shotover Lodge.
- c. The resident agrees to abide by the regulations set out in the Shotover Lodge Terms & Conditions of Residence.

II. Declaring all Residents

- a. It is a requirement that at the time of application for tenancy, all guests who will reside at Shotover Lodge must be declared to Shotover Lodge staff. This includes adults and children of all ages.
- b. If any guests are found to be residing or regularly staying at Shotover Lodge without the knowledge of Shotover Lodge staff, it will be deemed as a serious breach of the Terms and Conditions and Accommodation Contract. In this event, it is within the rights of the Shotover Lodge Manager to cease tenancy and may result in immediate eviction from Shotover Lodge.

III. Resident Fees

- a. Any person accepting residence by the signing of the Accommodation Contract is bound to pay residential fees for the full term of the contract. Payments are to be made in accordance with the Contract Fee Schedule and the payment option selected.
- b. Upon acceptance of place at Shotover Lodge, an account will be created for the resident. The residential package covers rent, power/gas allocations, data allowance.

Accommodation Fee Schedule

Please note: Rates are inclusive of GST and may be subject to change.

Single Room	\$240 per week – Payable weekly in advance by Automatic Payment
Double Room	\$320 per week – Payable weekly in advance by Automatic Payment

IV. Non-Payment of Fees

- a. Each installment as outlined in the Contract Payment Schedule must be paid within the due date shown.
- b. If for any reason the resident is unable to meet payments by the due date, the resident must discuss this with the Lodge Manager prior to the payment defaulting. Failure to do this or meet

fee payments by the due date will incur a penalty of \$50.00 on the arrears to be charged to the residents account.

- c. Default of payment may result in termination of the Accommodation Agreement and residency at Shotover Lodge. Any additional charges or costs incurred in the collection of such fees including dishonor fees, agency fees, court costs and disbursements, and reasonable solicitor fees regardless of judgment will be the responsibility of the defaulting party.

V. Period/Coverage of Resident Fees

- a. Minimum contract period for Shotover Lodge is 11 Weeks, if a resident decides to leave prior to 11 weeks stay no rebate or refund shall be payable (final weeks rent & bond)
- b. In the event that a resident decides to leave Shotover Lodge prior to the completion of their contract no rebate or refund shall be payable.
- c. On departure, residents need to return their key/s to Reception. Any resident who does not do so will be charged \$50.00 per replacement key.

VI. Withdrawals

- a. This contract is in respect of residence for the period shown below. No refund or reduction of those fees is available in respect of any period of the resident's absence from the Lodge.
- b. Management reserves the right to relocate residents within Shotover Lodge to facilitate its smooth running.

VII. Incidents Leading to Dismissal from the Lodge

- a. Breaches in any of the following rules will result in the resident being asked to leave the Lodge immediately. This list is not to be considered exhaustive, any behavior or actions that the Lodge Managers believes warrants instant dismissal from the Lodge will be acted upon accordingly.
 - Assault, producing a weapon or any threatening behavior towards a fellow resident or staff member will result in instant dismissal.
 - Unauthorised entry of a fellow resident's room may result in instant dismissal
 - Theft of property from a fellow resident or from within the Lodge will result in instant dismissal and notification to police.
 - Any weapon or firearm is totally prohibited within the buildings and grounds of Shotover Lodge. Included in this total ban are air pistols, air rifles, b-b guns, gas powered pistols, gas powered rifles and dart guns of any description. This is to prevent fire and personal injury. Instant dismissal will result to the offender(s)
 - Serious deliberate damage to the Lodge property will lead to instant dismissal
 - Any other behavior that impacts upon the safety or rights of other residents or staff may also result in the resident(s) responsible being asked to leave the Lodge immediately.

VIII. Smoking

- a. Smoking is strictly not permitted indoors. Please use rubbish bins for cigarette butts. Smoking inside the property (including in bedrooms) will not be tolerated and will result in immediate cancellation of accommodation and loss of security deposit. It may also result in charges for carpet cleaning and room re-painting.

IX. Drug use

- a. It is illegal to smoke marijuana or take any illegal substances. You may not possess, cultivate, use and or distribute any non-prescribed or illegal drugs. If you are found with any illegal substances, police will be notified. Accommodation contract and security deposit will be forfeited. Shotover Lodge reserves the right to conduct a random drug search if deemed necessary of the Lodge premises and guests rooms in conjunction with the Queenstown Police.

X. Alcohol

- a. Any alcohol consumption must be in a civilized manner so that the rights of others are not compromised and personal health and safety is ensured. Any anti-social behavior will be treated by the Lodge Managers as a serious breach of the Terms & Conditions of Residence and may lead to residence being terminated. Lodge staff reserve the right to confiscate any alcohol in excess of permitted quantities in circumstances where it is necessary to protect the safety of residents and Lodge property.

XI. Fire hazards

- a. Due to fire risk, the burning of candles, incense, or any other substance inside the property is strictly prohibited. Additionally, it is prohibited to use any cooking appliances in your room, including but not limited to toasted sandwich makers, portable stove-tops and slow cookers. These items have caused past fire evacuations of the building.
- b. Should you be found to have an unauthorized heater or any electrical/cooking appliance in your room that results in the smoke detector being activated, you will be liable for any fire brigade call out.

XII. Damage

- a. Residents are responsible for any damage to their room. Any resident who damages Lodge property will be expected to pay the full cost of repair or replacement and this will be charged against their account or withdrawn from their Security Deposit.
- b. Decoration of walls or furniture with graffiti or any other material of any description is not permitted. Posters/photos on the walls must use blue tack. Any damage to the walls will be charged back to the resident.
- c. Damage to Lodge property should be reported immediately to staff, this includes any accidental damage. In the case of accidental damage, we will endeavor to keep any remedial costs to a minimum.
- d. If the damage is considered willful then the Accommodation Contract may be terminated and the resident may be asked to leave the Lodge. Cost of replacement or repair will be charged against the bond.

Example of Replacement Costs Charged

Lost Key	\$40
Mattress	King Single \$250 Queen \$300
Mattress Protector	\$20
Pillow	\$15
Duvet Inners	\$45
Bed	\$800
Curtains	\$100
Cleaning Fee	\$66
Carpet Cleaning	As per quote
Broken Window	As per quote

XIII. Noise/Disruption

- a. Residents using stereos, televisions, computers and other such equipment should ensure that the volume is at a level that does not disturb residents in neighbouring rooms.
- b. Where a resident has not complied with the above requirement, they may be required as a condition of remaining at the Lodge to remove the stereo or other item from Shotover Lodge.

XIV. Dismissal

- a. Serious breach of the Terms & Conditions of Residence may lead to instant dismissal.
- b. To appeal a decision please do so in writing to the Lodge Manager, if you are not satisfied with the outcome you can appeal to the CEO who has the right to make the final decision.

XV. Health

- a. Please report any serious injury or health issue to staff, who can assist in access of medical attention.
- b. If staff are concerned that a resident's state of health is a threat to that person's safety or to the safety of others, then the Lodge may require an appropriate Health Professional to evaluate the person concerned. The Lodge may require that the person is not in residence until such a threat to their safety or the safety of others is removed. This will be at the residents own cost.

XVI. Insurance

- a. Please note we advise residents to arrange a Personal Effects insurance cover prior to arriving in Queenstown.
- b. The cost of repair other than normal wear & tear in individual rooms will be charged to the occupant. Problems/concerns regarding the room should be referred to the Lodge Managers.

XVII. Health & Safety

- a. Take reasonable care of my own health and safety
- b. Take reasonable care that your acts or omissions do not adversely affect the health and safety of other people
- c. Comply as far as reasonably able, with any reasonable instructions given to me to allow QRC staff to comply with the law

XVIII. Room Inspections

- a. As part of your stay at Shotover Lodge, we will conduct regular room inspections on an approximately monthly basis. This involves a member of our Shotover Lodge Team entering your room and completing a condition report to ensure your room is in the same condition as when you arrived
- b. You do not have to be present for your room inspection, but of course you are welcome to be there if you prefer
- c. Some things to remember before your room inspection:
 - As part of the conditions of your stay at Shotover Lodge – please make sure that your room and bathroom is kept clean and tidy, and you are maintaining a healthy living environment.
 - As part of the conditions of your stay at Shotover Lodge - cooking appliances are not allowed in the room, other than the microwave, kettle and toaster.
 - Please ensure that you do not have any of these items in your room (e.g. sandwich press, slow cooker, etc.).
 - Additionally, please return any extra kitchenware (dishes, cutlery and pots) to the communal kitchen.
- d. Failure to clean your room to a clean standard and not maintaining a healthy living environment will occur in \$100 cleaning charged that will be added to your account
- e. We recommend that you clean your bathroom to a clean standard, and open your bathroom window, bathroom door & bedroom window to allow airflow in your unit every day to try and eliminate the build-up of mould in your bathroom & unit.
- f. Please ensure you keep your room and all other facilities clean and tidy to the standards required
- g. All extra equipment such as rice cookers, sandwich presses and slow cookers can be used only in the communal kitchen. Using this equipment in your room is extremely dangerous and will result as a breach of your accommodation agreement and residency at Shotover Lodge.
- h. If you have extra kitchenware (dishes, cutlery and pots) kept in your room. It must be returned back to the communal kitchen. Please ensure you return all equipment to the kitchen once you use it so as everyone has access to them.

QRC Students - Shotover Lodge Regulations

Shotover Lodge was established to provide good living conditions for study and to provide an environment to promote development of a secure, enjoyable and worthwhile community life. To achieve these ends, the College and Shotover Lodge have the following regulations in place to ensure that the safety and rights of all fellow residents and staff are protected at all times. Shotover Lodge takes these matters seriously and will fully investigate any breaches in a fair and prompt manner and, where necessary, take appropriate action. Management and staff have the authority to enter your room at any time should this be needed for health or discipline reasons. They will respect your space and always knock first.

The rules that apply to Shotover Lodge are consistent with those at other tertiary institutions around the country and have been developed based on many years of combined experience managing students. The underlying principle is consideration for others, particularly with regard to noise levels.

I. Disciplinary Fines

The Lodge Managers have authority to impose disciplinary fines. Residents can report incidents to the Lodge Managers which may result in the imposition of a fine on you.

If you are issued with a fine, you are expected to pay within 24 hours after receiving the fine, unless some other arrangement is made with the Lodge Managers. If you believe that you have been unfairly treated you can write to the Lodge Manager to make an appeal.

*Fines issued are progressive, and will increase by \$10 for any subsequent breach, i.e. first noise fine issued is \$30, second \$40, and third \$50.

II. Study Hours

Study hours are observed, throughout the Lodge, from 7.30pm until 8.00am, however residents should avoid disturbing others who are studying at all times.

III. Noise/Disruption

No gatherings of more than five people are to be held in bedrooms. Students must always be aware that they respect their neighbors right to study & sleep. **There is to be NO noise in the hallway corridors or balcony's after 10:30pm.** Any resident caught making excess noise in the corridors will be subject to an instant \$30 fine.**see note re disciplinary fines.*

Residents using stereos, televisions, computers and other such equipment should ensure that the volume is at a level that does not disturb residents in neighboring rooms. Residents may be required by the Lodge to use headphones should noise be a problem. Where a resident has not complied with the

above requirement, they may be required as a condition of remaining at the Lodge to remove the stereo or other item from Shotover Lodge.

IV. Alcohol

The sensible use of alcohol is officially accepted at Shotover Lodge, **but any departure from moderation will be regarded as unacceptable.** Any alcohol consumption must be in a civilized and controlled manner so that the rights of others are not compromised and personal health and safety is ensured.

Shotover Lodge has set down the following guidelines / restrictions around alcohol use at the Lodge

- Consumption of Alcohol is **not permitted in the Lodge after 10:30pm.** The only exception to this would be when Lodge organised events are taking place.
- The following alcohol is permitted beer in bottles or cans, wine in bottles only, RTD's in cans or bottles only. **No kegs, crates, goon sacks, boxed wine or boxed alcohol of any description.**
- **Spirits & Liqueurs are also not permitted,** if found in your possession will be confiscated by the Lodge Managers.
- Funnels and drinking games are strictly prohibited. Along with any crates, kegs and goon sacks. These are not consistent with the requirement of a moderate amount of alcohol.
- No Alcohol is to be consumed in the Hallway Corridors.
- **A "Dry Week"** or Alcohol Free Period maybe enforced during exam week. If enforced during this week you may not consume alcohol in any part of the Lodge.
- The Managers have the right to impose an alcohol ban to individuals or for the whole Lodge at any time, without warning and at their discretion. Offensive behavior and damage to property are the most likely reasons that a ban would be imposed.

Over indulgence of alcohol and any related anti-social behavior will be treated by the Lodge Managers as a serious breach of the Terms & Conditions of Residence and may lead to suspension from the College, or residence may be terminated. Shotover Lodge staff reserve the right to confiscate any alcohol in excess of permitted quantities and alcohol being consumed in non-designated areas. This is to protect the safety of students and Shotover Lodge property.

*I have read the QRC Students - Shotover Lodge Regulations and agree to abide by the rules outlined and in the sub-headings **Disciplinary Fines, Study Hours, Noise/Disruption & Alcohol***

Date: _____

Guest Name: _____

Signature: _____

Staff Name: _____

Signature: _____

FIRE EVACUATION

Should the alarm sound please make your way to the meeting point at the back car park. **You must evacuate!** The evacuation alarm is the continuous sounding of sirens. Upon hearing the alarm:

- Immediately leave the building via your nearest exit.
- Do not attempt to gather your personal belongings.
- Turn off any power for electrical equipment if you can do so safely without delay.
- Close your bedroom door and windows.

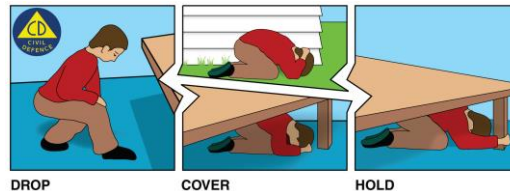
The assembly point is on the ground floor rear car park. A warden will be present to direct you. At no point are you allowed to re-enter the building until the fire brigade have given the all clear.

- The Lodge appoints designated fire and evacuation wardens, in the event of an emergency their instructions are to be followed immediately and without question.
- You must always treat the sounding of an alarm as a real emergency and follow the evacuation procedure.
- Please keep building exits clear at all times.

Fire Equipment – Misuse of fire equipment will result in a \$200.00 fine, plus full costs to the New Zealand Fire Service.

EARTHQUAKE PROCEDURE

When the shaking starts, the best advice is still to Drop, Cover and Hold.



Standard advice in New Zealand for what to do in an earthquake is to drop, take cover under a sturdy piece of furniture, and hold on, or shelter against an interior wall away from windows, bookcases etc. This is the recommendation from the Director of Civil Defence Emergency Management.

During an earthquake

- Move no more than a few steps to a safe place, drop, cover, and hold on.
- Do not attempt to run outside.
- If outside, move no more than a few steps to a safe place, drop, cover, and hold.

After an earthquake

- Expect aftershocks and help those around you if you can.
- Report injuries or fires to the Wardens / Lodge Managers.
- If there are signs of serious damage to the building, The Lodge Managers and Wardens will instruct everyone to leave the building and go to the assembly areas to wait for further instruction.

- Listen to the radio for advice and information from Civil Defence.

USEFUL TELEPHONE NUMBERS

Emergency

Dial 111

Police	441 1600
Queenstown Medical Centre	441 0500
Hospital	441 0015

Post office	442 7670
Green Cabs	0508 4 GREEN (47336)
Library	441 0600
Cinema	442 9990
Swimming pool	450 9005
Ice skating	441 8000
Ten pin bowling	409 2135

Shotover Lodge Contacts

Lodge Manager	021 213 5819
Shotover Lodge	441 3318
Night Manager	4413318 – After 8pm (Emergencies Only)
Email	info@shotoverlodge.co.nz
Facebook	Shotover Lodge
Instagram	@ShotoverLodge

MOVING OUT OF SHOTOVER LODGE

CLEANING YOUR ROOM

Please spend time cleaning your room before your departure date. We expect your room to be in the same condition as when you moved in. This involves:

- **Dispose of all rubbish in the recycling or skip bin**
 - You can leave unwanted kitchenware in the communal kitchen.
 - Do not leave any personal belongings in the room.
- **Clean the bathroom**
 - Shower
 - Toilet
 - Basin and mirror.
- **Clean the kitchenette**
 - Fridge
 - Microwave
 - Bench tops & sink
 - Wipe out drawers and cupboards
 - Return any extra dishes to the communal kitchen.
- **Other areas**
 - Ensure no belongings are on the balcony, under the bed/couch, or in the wardrobe.
- **Vacuum** – you can borrow the vacuum from reception.

You will need to use your own **cleaning products** as these are not supplied by Shotover Lodge. Please leave any hired **bed linen and towels** in a pile on the floor – we send these off for dry cleaning.

DROPPING OFF YOUR KEYS

Check out time is 10am. Unless otherwise arranged with reception, please attend reception by 10am to drop in your keys. We will also do a room inspection so as we can refund your security deposit. If your room requires extra cleaning, we will let you know. Please return any borrowed hairdryer or iron with your keys.

SECURITY DEPOSIT REFUND

We will refund your security deposit into your bank account after your departure. Please provide account details to reception by completing the area below or email to info@shotoverlodge.co.nz

Account Name: _____

Bank: _____

Account Number: _____

MAIL

Please check for mail before you leave. Unfortunately we are unable to forward mail, and any mail will be returned to sender. If you'd like to arrange mail forwarding, please do this at the Post Office.

**Please see Reception if you have any questions.
We hope you enjoyed your time at Shotover Lodge!**

Declaration

Every person signing this document and / or actually occupying accommodation rooms or utilizing other services within the property shall be personally responsible for any damages or charges to your accommodation account.

It is a condition of your occupancy that the owners of the premises are not liable for the damage to or the loss of property which the occupier and or his/her guests may bring onto premises.

Weekly accommodation rates are subject to change at the discretion of Shotover Lodge with a 2 week notice at any time.

Please note that your Accommodation Contract at Shotover Lodge is for length of your stay, stipulated on the contract.

I have read the Resident Information, Terms & Condition and Accommodation Contract of Shotover Lodge and agree to abide by the rules and code of conduct as outlined.

Unit Number: _____

Arrival Date: _____ Departure Date: _____

Minimum contract period for Shotover Lodge is 11 Weeks, as a resident of Shotover Lodge if you decide to leave prior to 11 weeks stay no rebate or refund shall be payable (final weeks rent & bond)

Resident's Name: _____

E-mail address: _____ Phone: _____

Signature: _____ Date: _____

Shotover Lodge Staff: _____

Signature: _____ Date: _____

In the case of an emergency please contact:

Name: _____

Phone: _____

Guest: _____

Room: _____

Date of Report: _____

Completed by: _____

Maximum tenants for this room: Adults only

Keys provided: _____

Linen supplied: YES NO _____

GENERAL COMMENTS :

Grade 1 = new, full working order 2 = used, full working order 3 = requires attention 4 = needs to be repaired

Area	1	2	3	4	DESCRIPTION	COMMENTS
Room description						
Ceiling						
Walls						
Floor						
Doors						
Windows						
Window sills/tracks						
Fixed heating						
Electrical switches						
Lights						
Bathroom						
Chattels description						
Bed						
Bedside table/TV stand						
Hangers and clothes horse						
Cutlery, plates, dish equipment						
Kettle & toaster						
Microwave						
Televisions						
Refrigerator						
Couch/sofa						
Outdoor furniture						

DECLARATION

I/We hereby confirm that we were present and have received a copy of this Property Condition Report at the time of signing our Tenancy Agreement and acknowledge that the report is correct.

I/we understand that if any of the chattels or fixtures in the room become damaged we will inform Shotover Lodge staff immediately.

SIGNED (Tenant): _____

DATE: _____

SIGNED (Tenant): _____

DATE: _____

SIGNED (Landlord): _____

DATE: _____



Guest Check-In Sheet

Prior to arrival

- Check the cleanness of the room, LT rooms have only 2 pillows, 1 toilet paper, no tea & coffee
- If required remove linen and towels
- Put on the bed "Top 10 House Rules Reminder" sheet under the TV remote

At the desk

- Provided copy of photo ID
- Paid initial payment
- Received internet tickets
- Understand information about direct debit payments
- Signed paperwork
- Mail collection area
- Access to Vacuum

In the building

- Shown fire evacuation point
- Shown recycle and skip bins
- Shown laundries, kitchen and lounge
- Shown kitchen extractor fan
- Night Manager Contact (Outside Buzzer & Guest Phone)

In the room

- Completed condition report
- Aware of smoke alarm button
- No cooking equipment in the room
- Return dishes to kitchen after use
- Bathroom lights – must turn the fan on
- Door not self-locking

I have completed and understand the above tasks with a Shotover Lodge staff member.

Date: _____

Guest Name: _____

Signature: _____

Staff Name: _____

Signature: _____