



ABN 31 153 895 946
PO Box 1007 South Perth WA 6951
19 Charles Street, South Perth WA 6151
(08) 9286 2641
info@executiveescapes.com.au

Management Plan – 11 Warnham Rd, Cottesloe

Management of the Property

Executive Escapes will be overseeing the management of this property. We are a fully accredited Australian tourism company that provides families and executives staying in the Town of Cottesloe with exceptional short-term accommodation. We have been managing properties for over 35 years during which time we have gained considerable knowledge in this industry. We are members of and work closely with Destination Perth, Tourism Council of WA, Tourism Australia and STRA (Short Stay Rentals Australia).

Guest Screening and Booking Process

We have stringent guest screening processes in place including providing a copy of their government-issued identification that matches an accompanying photo of their credit card name. This provides security for the owner of the property so they are comfortable that guests are who they say they are have the documents to prove it (similar to a hotel check-in procedure). Only guests with positive reviews from previous hosts will be considered.

Check-in and Check-out Procedures

Check-in is 2pm. We obtain from the guests their arrival time so we can keep track of the correct number of guests entering the property and cars also. Our check-in instructions are issued to guests the day prior to their arrival. The property includes detailed visual and written easy check-in instructions and guests find them extremely easy to follow and do not cause any disruption in checking in or out of our properties. A secured tamper-resistant lockbox is installed onsite at the property for guests to check-in and check-out with ease. Check-out is 10am.

Guest Complaint Management

- Our Property Managers are on-call and contactable 24/7 for guests and neighbours, to promptly assist with any emergencies.
If we receive any complaints about guests, they will be dealt with immediately upon receipt of said complaint. We will contact the guests informing them of the situation and any breach of house rules and based on severity of the breach then the reservation may be terminated.
- In the case of any problem or complaint from guests, they must inform Executive Escapes at the earliest opportunity so there is a chance to rectify the situation as quickly and efficiently as possible. They must allow repair/service access to the property during reasonable hours. Failure to follow this procedure this may hinder the ability of Executive Escapes to rectify the problem or complaint and reduce or extinguish any claim they may have. We recommend all guests purchase travel insurance. Guests can contact us via phone (9286 2641), email (info@executiveescapes.com.au) and our online guest portal chat service.
- Professionals and/or police may be engaged to attend during & after normal business hours to minimise disruptions to neighbours. Any complainant will be kept informed throughout the process and will be encouraged to provide evidence to support the cause of us taking swift action.



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Code of Conduct for Guests and Visitors

- **General Principles**

The house rules must be acknowledged and signed on our Occupancy Agreement by guests prior to their arrival details being released. These will be printed and displayed at the property as well as on their online guest portal.

- **General Requirements**

Short-term accommodation is a unique experience, and the guiding principles of our Code of Conduct are to treat this property as your own home, respect your neighbours and leave it as you find it.

- **Noise and Residential Amenity**

Guests and visitors must not create noise which is offensive and excessive to occupiers of neighbouring properties especially between 10pm and 7am Monday to Saturday and 10pm – 9am on Sunday and public holidays, during arrival, and during departure, and at any time throughout the occupancy. Offensive and excessive noise is prohibited and may result in termination of permission to occupy the property, eviction, and extra charges for damage, security, and other expenses, which may be deducted under the terms and conditions. - No exterior amplified music shall be permitted on site between the hours of 10pm and 8am Monday – Saturday and after 7pm on Sundays. All activities shall comply with the Environmental Protection (Noise) Regulations 1997.

- **Visitors**

Number of guests accommodated shall not exceed that agreed in the Occupancy Agreement and exceeding the agreed number of guests will result in forfeiture of the Security Deposit or possible eviction. No visitors or guests are permitted to stay at the property other than those who are booked to stay. Guests shall have regard to the existing residential setting and minimise their impact to the amenity of the area. Guests and visitors must not engage in any anti-social behaviour and must minimise their impact upon the residential amenity of neighbours and local community.

- **Gathering or Functions**

Parties and functions are strictly prohibited at this property. Use contrary to this will result in loss of guests' security deposit and eviction. Disturbance to neighbours, including excessive noise, is prohibited and will result in termination of rental and a charge against their \$1,000 security deposit and possible eviction.

- **Parking Management**

This property has sufficient car parking for 2 cars behind electric gates:



No street parking is needed nor allowed by guests. Guests will be provided with a photo of their parking spot via their online guest portal. Short-term tourist guests will often have one hire car between them. We provide details for ride share companies such as Uber and Ola. We also promote our local taxi companies.

- **Garbage and Recycling**

Guests are required to empty all inside rubbish into the allocated council bins during their stay and at departure or additional cleaning fees apply. Bin location and FOGO contents are monitored by housekeeping at each check-out and we may gather photo/evidence of this so we can effectively and efficiently maintain the bins to mitigate risk of problems. Guests' online guest portal advises of the bin colours for sorting for Friday collections. Guests receive a SMS text message at 6pm on Thursday evenings before collection day for a reminder to put the bins out. If guests are not occupying the property on the allocated bin day, our cleaners / Property Manager / Maintenance Person will be in charge of the bins to and from the collection area.

- **Security**

The property has sufficient security in place for guests including lockable doors.

- **Smoking**

No smoking allowed anywhere on the property.

- **Pets**

Pets are not allowed at this property.

- **Compliance**

If guests fail to adhere to our house rules, they will be at risk of having their booking cancelled immediately. Ourselves, police, security or other engaged professionals may attend in person to have the guest/s removed, lockbox code and door lock/s may also be required to be changed depending on the circumstances. The property should be left in a similar state to its condition on arrival.



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- **Outdoor Areas**
This property has sufficient distance and separation from the outdoor living areas of its neighbours. No use of outdoor areas prior to 7am.
- **Health and Safety**
The property will be professionally and diligently cleaned to the Health Department's COVID 19 standards and we provide third party commercially-cleaned linen for guests. Fire extinguishers and first aid kits are provided and maintained in all of our properties.
- **Number of People**
The number of guests allowed in this 4-bedroom property is 8 people. There is 1x King bed and 3x Queen beds.
- **Length of Stay**
The minimum length of stay is 3 nights. We do not accept 1 or 2 night stay requests.
- **Guest Detail Registration**
Guests must acknowledge and sign our Occupancy Agreement prior to their arrival details being released. These will be printed and displayed at the property as well as on their online guest portal. Our booking software system only allows 1 guest booking at any time.
- **Guest Guide**
Our guests have access to their online guest portal where information about their booking conditions, house information (including appropriate waste sorting) and our contact details are readily available to them.
- **Online Advertisements**
The property will be listed on third party booking portals such as Airbnb. However many of our bookings come to us directly via our website/email/phone from our corporate clients-mining booking agents, relocation / renovation / real estate agents, insurance companies etc.
- **Contact Details**
Property Management Details of Executive Escapes: 9286 2641 (this also connects to our after-hours service) / info@executiveescapes.com.au