



Accommodation Members Guidelines & Standards for Accommodation properties

- All accommodation members permit the KVC to engage trade contractors for urgent maintenance to the value of \$500 if the KVC is unable to reach the manager. Members will be liable for the cost of all repairs. The KVC reserves the right to relocate customers if it's in the best interest of the customer.
- Balconies & stairs - Must be well maintained and safe.
- Bathrooms - Must be clean. Please provide bath mats, towel rails and extraction fan.
- Bedrooms - Bedding must be clean and of high quality. Bedrooms should feature bedside lamps, alarm clock, clothes hanging space, clothes hangers and luggage storage facilities. Cots and cot mattresses must be provided for bookings with infants.
- Bond -The KVC has a bond facility available in Bookeasy at the operator's request. Inspection is to be completed by the owner on the client's departure, if any portion of the bond is to be withheld, please contact the Visitor Centre within 24hours. Credit card details are stored in a secure vault and if there is damage to the property, this will be investigated at the time of the checkout.
- Caretakers - Full contact details must be clearly displayed in Bookeasy in the case of an emergency or other prescribed situations. The caretaker must be contactable at all times.
- Car parking - Adequate provisions should be made for off-street parking. Garage and carport areas must be maintained and accessible.
- Floor coverings - Must be regularly cleaned and well maintained.
- Gas - If using gas, this must be in working order and supplier/s details displayed.
- Gutters - Must be checked and cleaned regularly.
- Cleaning & Maintenance - It is the member's responsibility to ensure that the entire property is kept clean, safe and well maintained at all times. Arranging cleaners is the member's responsibility and members must regularly conduct maintenance checks. The KVC reserves the right to conduct property inspections to ensure the above requirements are met. If any members fail to meet these requirements, the KVC reserves the right to suspend member benefits and withdraw rooms for sale until such time as the situation is remedied.
- Heating - Heaters must be checked and be in working order. If applicable, please ensure chimney flues are checked. If heating is not provided, please provide ample blankets for guests.



- Key Arrangements - Please ensure guests are aware of after-hours contact numbers for your property before they arrive at their accommodation. We advise combination locks with press pad security codes for visitors to gain after-hours access to the property. The KVC has a safe located at the front of the building for after-hours key collection, but no after-hours contact details are located at this site.
- Kitchen - Must provide sufficient crockery and cutlery to match the maximum number of people your property can accommodate. This should include suitable range of clean and well maintained kitchen appliances, cooking utensils and facilities including; oven, stove top, refrigerator, bench top, stainless steel sink, exhaust fan, cupboards and sufficient cleaning products.
- Lighting - Must have adequate lighting throughout the property including outside entrances.
- Lounge / Living & Dining areas - Must be clean and facilities must accommodate the maximum number of people allowed in your establishment.
- Security - Must include the ability to securely lock the entire property. Please advise guests of at least one lockable storage draw/facility.
- Spas / Swimming pools - Must be well maintained, sanitised and meet legal requirements.
- Water - Must be connected to the Water Corporation's water supply or serviced by a rainwater tank with at least 20,000 gallons capacity. There must be provision to top up water requirements in summer if required.
- Windows - Must be clean, provide sufficient privacy and protection from light.