

Resident Information

2024

Guest Name: _____

Room #: _____

Check-In Date: _____

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LodgeLife:

ASK - for assistance.

RESPECT - for self and others.

KNOW - what is expected.

SAFE - see something, say something.

SOCIAL - say 'Hi'.

Quick Start Guide

Tenancy is as per the Accommodation Contract with Shotover Lodge or for ABC International Students as directly as with QRC.

Payment is either: 1. as per Accommodation Contract with Shotover Lodge
or 2. directly to QRC as invoiced

Check-in: Is available between 4pm and 6pm on the day of arrival unless otherwise arranged prior to date of arrival.

Check-out: is by 10am on the day of departure unless otherwise arranged prior to date of arrival.

Supporting Documents: Please refer to the Shotover Lodge Resident Information which contains the full Terms and Conditions, Accommodation Contract, Regulations and Safety Information.

Serious Breaches of contract that may result in immediate or dated eviction include but are not limited to:

- *Behaviour not suitable for a residence with special purpose e.g., violence, intimidation, bullying
- *Drugs - which will be reported to the Police
- *Smoking or Vaping outside designated zones
- *Non-payment of rent
- *Visitors on site without approval

Obligation: To sign the Wellbeing Log at reception at least once per week.

Security: The building and surrounds are under camera surveillance.

Guests are expected to take full responsibility for the safety of all personal belongings including insurance.

Communication: It is the Resident's responsibility to provide accurate and up to date information about their contact details and emergency person.

Visitors are permitted at the management discretion. The contracted resident is responsible for the behaviour of all persons/visitors whilst on the property. Visitors are to vacate the building before 10pm. Visitor for overnight stay must be made known and permitted to Management prior to stay. There is a \$40 per night charge, a maximum of 2 nights and a maximum of 2 people per room as per our fire regulations.

Damage: All deliberate or reckless acts that result in damage to our property and any costs associated with inappropriate behaviour resulting in loss of income to Shotover Lodge, will be charged to the contracted resident.

Health and Safety: Shotover Lodge requires all guests to follow the regulations and law of New Zealand government and health authorities; specifically, this means to 'Be Prepared' - for civil defence emergency 3 day of self-care.

Maintenance: please report all maintenance issues to the Lodge staff for action - email or in person at reception.

Room Entry: Staff may enter your room if there is a safety concern. They will announce themselves before entering. Your privacy is respected. Room Inspections will be announced via email and the Shotover Lodge Newsletter posted on the reception notice board.

Introduction

Welcome to Shotover Lodge!

We trust that you will have a fantastic time with us. Shotover Lodge is a Boarding House; you have a private room and shared facilities.

This handbook provides information about your accommodation contract and the facilities on offer at Shotover Lodge. It states the **Terms & Conditions** of your **Accommodation Contract** and outlines the basic rules and guidelines that are necessary for the smooth running of the Lodge.

As our aim is to make your stay with us as comfortable and enjoyable as possible, please take the time to read the information in this booklet and ensure you are familiar with the terms and conditions of residency. Please do not hesitate to approach us if you have questions or concerns.

Tenancy Type:

QRC or ABC Student:

You are a student at either Queenstown Resort College or ABC Language College and have special rights of entry to Shotover Lodge.

QRC students have tenancies for 6-week minimum stay and then 2-week notice period. A student contract will have an automatic end date triggered for 7 days after the last day of study. Student may request a public contract to extend their stay, acceptance is based on availability.

ABC Language College students have a fixed term contract and payment terms with QRC directly.

Public: You have made a personal arrangement with Shotover Lodge for accommodation.

Business-to-Business: Your employer has a special relationship with Queenstown Resort College and

Contracts at Shotover Lodge are either:

1. 'Fixed Term' – check in and check out dates are known in advance.
2. Or 'Rolling' - the end date is not confirmed. In this instance the resident can give 2 weeks' notice in writing after the initial 6 weeks and Shotover Lodge can terminate with 28 days' notice in writing.

Shotover Lodge can end the tenancy immediately or with 48 hours' notice for breaches of our terms and conditions.

Minimum Contract Period

Long term residents are required to sign a minimum 6-week contract which includes a compulsory two-week notice period. Contracts are continuous until a departure date is provided (at least two weeks in advance unless terminated by Shotover Lodge for a breach of contract).

Payments

To secure your room you are required to pay your first and last week rent in advance. On check in to Shotover Lodge we require the amount of 1 weeks' rent as a security deposit for your stay. This will be refunded to your bank account after checking out and the room has passed inspected.

It is preferred for all guests to set up a direct debit into our nominated bank account for payment of rent which must show through in the bank account on or before the day that it is due. Please ensure your direct debit is set up at least one day prior to due date to allow for processing.

Payment Information

****PLEASE REFERENCE YOUR PAYMENTS WITH YOUR NAME AND ROOM NUMBER****

Shotover Lodge Bank Account Details

ANZ
06-0949-0254875-000
Queenstown Resort College Limited

Pricing: As from 1 January, 2024.

	per room/per week (NZD)	Payment Terms
QRC Student: SINGLE	\$320 (13 weeks longer) \$360 (12 weeks or less)	One week rent paid in advance + \$500 bond prior to check in
QRC Student: TWIN SHARE / COUPLE	\$440 (\$220 pp)	Each Person required to pay one week rent paid in advance + \$500 bond prior to check in
Public: SINGLE <i>(limited term contracts only)</i>	\$450 (or as negotiated)	One week rent paid in advance + \$500 bond prior to check in
Public: TWIN SHARE / COUPLE <i>(limited term contracts only)</i>	\$490 (\$245 pp)	Each Person required to pay one week rent paid in advance + \$500 bond prior to check in
OPTIONAL:		
Parking	\$5 per week	<ul style="list-style-type: none"> • 3-month permit • Paid in advance, with rent
Linen	\$100	Hired with a one-off payment of \$100 in advance

Other bookings and payment terms by arrangement with Shotover Lodge Management directly.

TERMS AND CONDITIONS OF RESIDENCE AT SHOTOVER LODGE

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 Resident Information including the information in the Accommodation Contract, the Payment Schedule, and the Shotover Lodge Terms & Conditions of Residence.
- b. 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. The tenant shall not assign or sublet the tenancy.
- c. Shotover Lodge Residents are required to sign-in weekly at reception once per week. This is referred to as the 'Well-being Log'.
- d. 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 of the person contracted to that room. 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. Inclusions

- a. Power
- b. Internet/wifi
- c. Room with kitchenette and ensuite
- d. Furniture and fittings in good working order (as per Room Condition Report)
- e. Maintenance support
- f. Access to shared/communal spaces – kitchen, lounge, gardens etc

IV. Resident Fees

- a. Any person accepting residence by the signing of the Accommodation Contract is bound to pay residential fees as stated on the contract.
- 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.
- c. Residential fees are inclusive of GST
- d. Residential fees are subject to change with 28 days minimum notice in writing to residents.

V. Non-Payment of Fees

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

VI. Period/Coverage of Resident Fees

- a. Minimum contract period for Shotover Lodge is 6 Weeks, if a resident decides to

leave prior to their 6 weeks stay no rebate or refund shall be offered.

- b. 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.

VII. 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.

VIII. 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 behaviour 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 behaviour towards a fellow resident or staff member will result in instant dismissal.

-Unauthorized 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 behaviour 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.

IX. Smoking

- a. Shotover Lodge is a smoke and vape free property which includes balconies and patios, smoking is only allowed in designated smoking areas. Please use ashtrays provided for cigarette butts. Smoking inside the property including, bedrooms, balconies, patios and within 10 meters of entrance doors will not be tolerated and will result in a \$200 fine or immediate cancellation of accommodation and loss of security deposit. It may also result in charges for carpet cleaning and room re-painting.

X. Drug use

- a. It is illegal to smoke marijuana or take any prohibited substances. You may not possess, cultivate, use and or distribute any non-prescribed or illegal drugs. If any illegal substances or drug paraphernalia are found on your person or in your room, police will be notified. Your accommodation contract will be terminated immediately, and your 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.

XI. 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 behaviour 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 more than permitted quantities in circumstances where it is necessary to protect the safety of residents and Lodge property. We have a policy around healthy alcohol management.

XII. 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 air fryers, 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 the cost associated with any fire brigade call out.

XIII. 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 endeavour to keep any remedial costs to a minimum.
- d. If the damage is considered wilful 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.

XIV. 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.
- c. Quiet Hours operate between **10.00pm – 8am**. We have many people living at the

lodge who work during the day. Please ensure you keep noise to a minimum after 7.30pm.

XV. 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 of QRC who has the right to make the final decision.

XVI. Health

- a. Please report any serious injury or health issue to staff, who can assist in accessing 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.
- c. All government and health authorities' recommendations are to be followed – it is the residents' responsibility to remain up to date on expectations via approved government websites.

XVII. Insurance

- a. Shotover Lodge is covered appropriately for insurance; details may be requested by contracted residents at any time.
- b. Please note we advise residents to arrange a personal effects insurance cover prior to arriving in Queenstown.
- c. 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.
- d. Security cameras are operating on the perimeters, central access points and common areas such as kitchen lounge, reception etc.

XVIII. Health & Safety

- a. Shotover Lodge meets the Building Warrant of Fitness standards, is certified, and meets all safety requirements
- b. Take reasonable care of your own health and safety
- c. Take reasonable care that you do not adversely affect the health and safety of other people
- d. Comply with any reasonable instructions given by Lodge Management that impact safety of self and others in the Lodge e.g. fire evacuations, safety drills, wellbeing log.

XIX. 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., air fryer, 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 \$200

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 to the communal kitchen. Please ensure you return all equipment to the kitchen once you use it so as everyone has access to them.
- i. Balconies should be clean, tidy, and free from clutter

XX. Twin Shared Rooms:

Once you are checked into a twin shared room in Shotover Lodge, if you decide to move out of the shared room **OR** Shotover Lodge at any time within the term, you will be liable to pay rent until the end of that term.

*Regulations – general
conditions of residence*

Shotover Lodge was established to provide good living conditions for study and to provide an environment to promote the development of a secure, enjoyable, and worthwhile community life. To achieve these ends, QRC and Shotover Lodge have the following regulations in place to ensure that the safety and rights of all fellow residents and staff are always protected. 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 guests. The underlying principle is consideration for others, particularly regarding noise levels.

Overnight 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 for all guests. All guests & visitors must be notified to reception on arrival or as agreed with management.

Overnight guests are charged - \$40.00 per person per night.

Failure to inform staff of a guest will result in an overnight charge of \$100.00, which will be charged to the resident's account. Host residents are responsible for the behaviour of their guest at all

times. Behaviour must comply with those of our terms and conditions.

Noise/Disruption

No gatherings of more than five people are to be held in bedrooms. Guests must always be aware that they respect their neighbour's right to study & sleep.

There is to be NO noise in the hallway corridors or balcony's after 10:30pm.

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. 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.

Healthy 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 10:00pm.** The only exception to this would be when Lodge organized 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.

- A limit of 12 small bottles/cans (330ml) of beer or RTD's per resident at one time or 2 bottles of wine/RTD's per resident at one time
- 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 will be enforced during exam week. 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 behaviour and damage to property are the most likely reasons that a ban would be imposed.
- Alcohol cannot be taken from the lodge for the purpose of consumption after 10 pm
- Any additional cleaning service required because of alcohol consumption will be charged to the residents' account.

Overindulgence of alcohol and any related anti-social behaviour 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 more than permitted quantities and alcohol being consumed in non-designated areas. This is to protect the safety of guests and Shotover Lodge property.

Length of stay – Rolling Contract only

Your stay at Shotover Lodge will be ongoing until:

1. You advise reception of your planned departure date. It is a condition of your contract that you provide 2 weeks' notice if you wish to move out of your room.
2. You will provide a check out date within four weeks after completing study or you

will have negotiated a further tenancy with Shotover Lodge Management based on availability.

Holidays and Vacations

We ask that you communicate any nights that you plan to be away from Shotover Lodge to Management prior to your departure. This to us for the purposes of maintaining accurate fire records.

Internet access

Internet access is unlimited for enrolled students of QRC. Your access may be rescinded should you share your log on with anyone else. Please call 0800 HQ WIFI (47 9434) in case of any issues with your internet and notify the Lodge Managers.

Reception

Regular reception hours are 10am – 12 noon and 4 – 6 pm daily. We also have a night manager on the premises that you can contact after hours in the case of an emergency. Phone numbers are provided in each room.

Keys

Each resident receives a set of keys on arrival. Key sets must be returned to the lodge reception before departure. Failure to return the key sets at this time or loss of keys during your residency will result in a non-negotiable replacement fee of \$100.00.

A fee of \$100.00 will be applied 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 no other bedding or towels. If you would like to hire these items there is a one-off cost of \$100 per bed. It is then your responsibility to wash and dry your own linen. Removal of linen from housekeeping storage is not permitted and is considered theft

resulting in termination of accommodation and forfeiting security deposit.

It is your responsibility to keep your room tidy and clean. Shotover Lodge does not provide cleaning products however please see reception if you wish to borrow the vacuum. Please ensure heating is switched off when you go out. It only takes a few minutes to heat up again.

Security and Safety

For your own security, please always keep your room locked 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

In addition to maintaining and cleaning their own rooms, residents must also show respect, tidiness, and cleanliness for all communal areas of the lodge. These areas are cleaned to schedule throughout the week. The rest of the time, it is the resident's responsibility to keep the areas clean including washing all dishes used & disposing of rubbish appropriately. Please report any concerns to management about cleanliness in communal areas.

Lounge – open 24 hours: The communal lounge is always open. Please be considerate of quiet times with using the pool table after 10:30pm. If you are the last to leave, please turn off the TV, ensure your area is tidied, turn off all lights and the fire.

Kitchen – open from 8:00 am until 10.30 pm:

- 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 or use 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 5 laundries in Shotover Lodge.
- It costs \$4 to wash and \$4 to dry. You will need 2 x \$2 coins for each cycle.
- Washing powder can be purchased from 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 of bond.

Car parks

A 12 week permit is available as an optional purchase for \$300. To be paid in advance of parking and based on License Plate for approved vehicle.

Rubbish and Recycling

You will need to take all your rubbish and recycling directly to our bins, located in the back car park.

Blue Bins are provided for recycling, **Yellow Bins** for empty glass bottles only. and a large rubbish skip for General household waste only.

Drying/Storage room

Bicycles must be kept in the allocated space. All other items must be kept only after consultation with the Lodge Managers. 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 are allowed on Lodge premises.

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.

Complaint's procedure

Contact any of our staff and we will do our best to help. If we are unable to resolve the issue it will be passed onto QRC management.

Departing Shotover Lodge

On your specified departure day please vacate your room prior to checking out with a staff member. A condition report will be conducted to ensure the room is clean and that 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 will be vacuumed – please ask the reception team for use of the vacuum.
- No extra dishes or cutlery to be left 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.
- Where linen has been hired, 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 allow between 5 - 10 working days for the transfer to go through.

USEFUL TELEPHONE NUMBERS

	Emergency	111
	Police	03 441 1600
	Queenstown Medical Centre	03 441 0500
	Hospital	03 441 0015
	Lodge Managers Tim Aughton & Cara Ferris	027 777 7604
	Reception	03 441 3318
	Night Manager	0273363528

Accommodation Contract: Shotover Lodge

Address of this Accommodation Contract:

Room

Shotover Lodge, 157 Arthur's Point Road,
Arthurs Point, Queenstown

Shotover Lodge has provided:

- | | |
|-----------------------------------------------------|----------------------------------|
| 1. Quick Start Guide | 6. Check In Orientation |
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| 4. Regulations – General Conditions of Residence | 9. Health and Safety Information |
| 5. Accommodation Contract – including Payment Terms | |

Payment Terms: Rent per week is: (enter weekly amount in NZD, inc gst) to be paid in advance.

The first week and last week rent has / has not (strike out what is not applicable) been paid when securing the offer of accommodation.

The bond, equivalent of one week rent has / has not been paid (strike out what is not applicable).

Rent is to be paid to: ANZ 06-0949-0254875-000 Queenstown Resort College Limited
Reference needs to be Name and Room Number.

Tenancy Type and Dates: Shotover Lodge and the Tenant agree that:

The boarding house tenancy shall begin on (dd/mm/yyyy)

The tenancy is: *(Strike out option that is not applicable)*

Option 1:

It is / is not a rolling contract where the tenant has a minimum stay of 6 weeks and is required to give 2 weeks' notice in writing. If you decide to leave before the minimum period, or without full notice not refund will be payable and bond may be kept in lieu.

Option 2:

It is a Fixed Term Contract that is contract to end on: (dd/mm/yyyy)

Landlord Details:

Shotover Lodge, owned and operated by Queenstown Resort College.

Shotover Lodge is managed by Cara Ferris and Timothy Aughton on behalf of and within the policies, procedures, and quality management systems of QRC. All complaints should be brought to their attention in the first instance.

Physical Address:

157 Arthur's Point Road
Arthur's Point
Queenstown, 9371

Phone: 03 441 3318 or 24 hours duty phone: 027 336 3528
Email: info@shotoverlodge.co.nz or shotover@qrc.ac.nz

Resident Details:

Name (first, family)			
E-mail address:			
Phone Number:			
Car (Make & Colour & Registration Plate):			
Emergency Contact:	Name and relationship to you:		
Email:		Phone:	

For the Resident: (Initial & date each statement)

I have read the Resident Information, Terms & Conditions, Regulations and Accommodation Contract of Shotover Lodge and agree to abide by the rules and code of conduct as outlined.	
I understand and consent to a police vet and/or criminal check and confirm that I have no current or pending issues with the New Zealand justice system.	

In signing this contract, you confirm that you have been provided, and read and understood all terms and conditions and regulations of Shotover Lodge tenancy.

Note: A separate contract is required for each individual resident including twin share, couple, and business-to-business contracts

Signed By _____ **Shotover Lodge Management on** _____ (dd/mm/yyyy)

Signed By _____ **Tenant on** _____ (dd/mm/yyyy)

PANDEMIC AND COVID

All residents are expected to follow guidelines from New Zealand Government and health authorities regarding pandemic management.

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 '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.

GUEST CHECK-IN SHEET

Arrival

- Check if “*Top 10 House Rules Reminder*” and Emergency Contact info is in the room.
- Check Health and Safety awareness – evacuations, civil defence responsibilities.
- Visitor expectations
- Reporting – when to ask for help and how (put numbers in phones for Managers)

At the desk

- Wellbeing LOG!
- Provided copy of photo ID
- Paid initial payment
- Understand information about direct debit payments
- Signed paperwork
- Mail collection area & Access to Vacuum
- Wi-Fi Code & password
- Carpark Allocation as required
- Wifi calling information

In the building

- Night Manager Contact (Outside Buzzer)
- Shown fire evacuation point & 24/7 Smoking Area.
- Shown recycle bins and skip & 3 Main Exit doors
- Shown laundry, kitchen and lounge.
- Shown lounge Smoking Area, BBQ smoking area & timings.
- Key for container?

In the Room

- Completed condition report
- How to use the heater
- 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.

Guest Name _____

Signature:

Staff Name _____

Signature:

Date: / /2023

ROOM CONDITION REPORT

GUEST _____ ROOM NUMBER: _____

DATE OF REPORT _____ Completed by: _____

MAX. OCCUPANCY _____ Key Provided: _____

LINEN SUPPLIED yes no

General Comment:

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

	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): _____

CLEANING YOUR ROOM - CHECKLIST

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@shotovelodge.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.