

OWNER GUIDE



OTWAY RETREATS

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WELCOME TO OTWAY RETREATS

Otway Retreats is a boutique accommodation service based in Apollo Bay servicing suburbs along the Great Ocean Road and Otway Ranges including Lorne, Wye River, Separation Creek, Kennett River, Skenes Creek, Apollo Bay, Marengo, Forrest, Johanna, Hordern Vale & Tanybryn.

We work to assist property owners in maximising the return of their investment by offering a boutique and specialised style of holiday home management in which we closely monitor all aspects of the management to ensure optimum performance. Otway Retreats offer a wide range of services to home owners looking to make the most out of their home whilst enjoying total peace of mind knowing that we will take care of everything from the general management duties such as marketing, bookings and accounting to the day to day upkeep of the home including cleaning, linen- hire, gardening and maintenance.

Our guests include executive families as well as international and domestic travelers seeking the experience of a home to stay in as an alternative to a hotel.

We aim to offer a diverse range of accommodation and tailored experiences to our guests from conveniently located homes close to town and amenities, country retreats, modern townhouses to clifftop mansions overlooking the beach.

Our holiday managers work closely with you to guide you through the entire process of getting your home “guest ready”, offering advice and information on styling your home, setting up your home with the items required for guests to have a comfortable stay, getting to know your home, marketing of your home, setting house rules and making sure that you have adequate protection in place in the way of holiday rental & public liability insurance.

Otway Retreats offer cleaning, linen and maintenance service for owners wishing to take advantage of an end to end service all in the one place. Our main point of difference is that our cleaners and general maintenance contractors are employed directly by Otway Retreats which means your home will be personally checked and inspected by a staff member of Otway Retreats between each and every booking. This is extremely important as it allows us to make sure that guests leave your home in the same way it was presented to them and also guarantees that our strict standards of cleaning are always met.

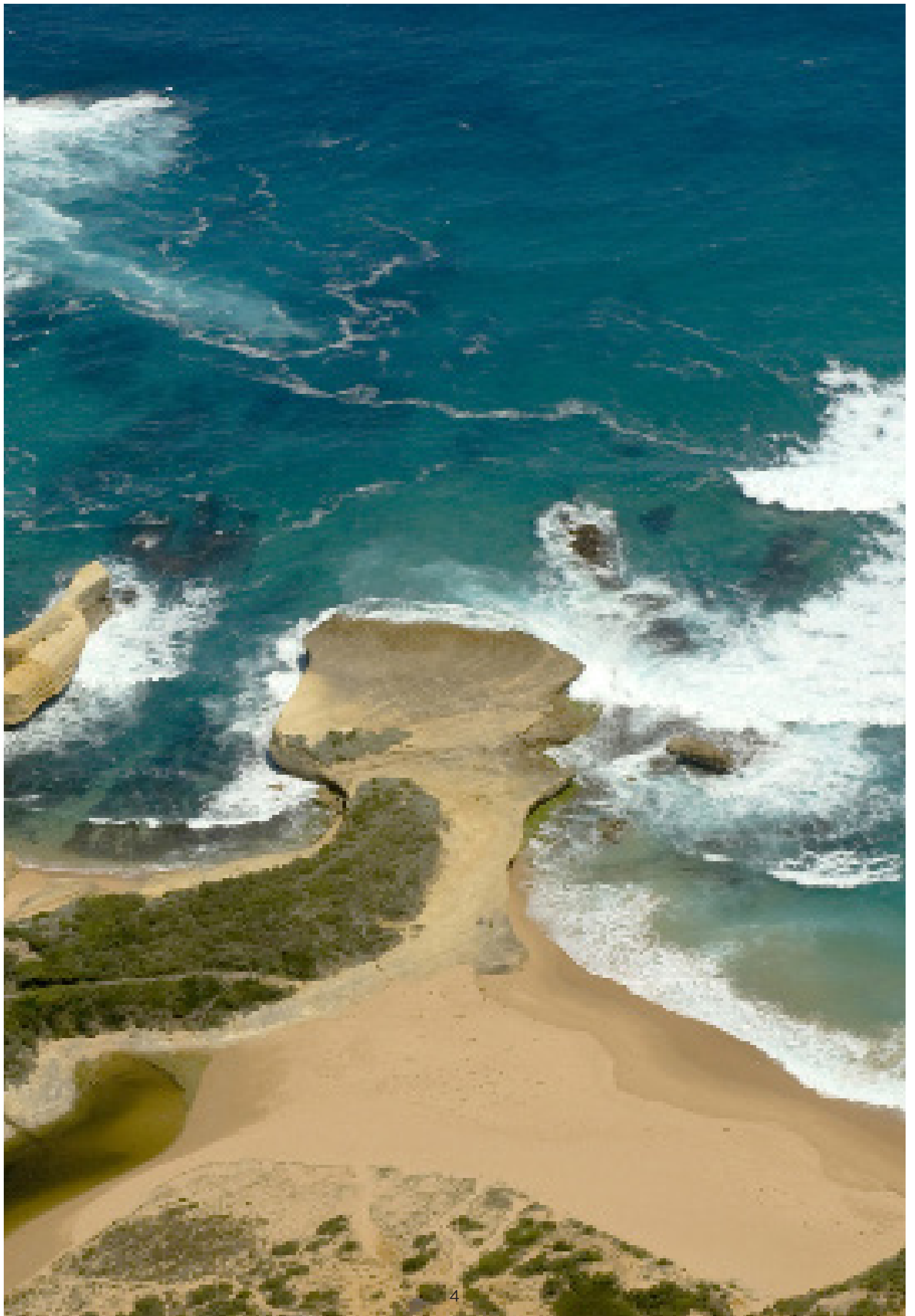
We focus on offering guests the highest level of service during their stay with a 24/7 concierge service, personal itineraries as well as additional bespoke services and “add ons” to ensure they have a pleasant experience. This helps with encouraging guests to leave positive reviews which in turn increases the overall popularity, exposure and rental return of your home.

The following guide is designed to assist you in any queries you may have about the services we offer, what is involved in getting your home ready for guests and to provide general information and guidance about the overall process of holiday renting your home.

Please contact us on 0437 375 774 or hello@otwayretreats.com.au if we can be of further assistance.



OTWAY RETREATS



OUR SERVICES



PREPARATION

Our expert managers work with you to guide you through the preparation process to ensure your home is “guest ready”. We offer interior styling advice, preparation of inventories & condition reports. We also prepare all online marketing such as copy writing and photography once your home is ready to go online.

SPECIALIST PROPERTY MANAGEMENT

Otway Retreats offer a personalised and bespoke approach of holiday home management. Offering a complete end to end service we work to maximise your income potential to ensure you get the most out of your asset whilst maintaining our meticulously high standards of care at all times.

We closely monitor all aspects of your homes performance over the course of our management and use our experience and expertise to ensure that we provide the best guidance and advice along the way. Our main aim is to work together in partnership with you to ensure optimal outcomes.

IN HOUSE CLEANING & REPAIRS

Our service encompasses end to end management of your holiday home all in the one place. We offer cleaning between guests, linen-hire, general maintenance and repairs as well as ongoing advice and assistance on improvements along the way. We employ our own cleaners and have an experienced maintenance contractor within our team to ensure that these responsibilities

are not outsourced. This allows us to provide a seamless experience to property owners when things go wrong as we are able to attend directly to troubleshoot and assist with resolving any maintenance or repair items often saving in time and costs.

GUEST CONCIERGE SERVICE

Otway Retreats strive to provide our guests with the luxury and service of a personal host and concierge all in the the comfort of a private holiday home. Otway Retreats offer each guest our concierge service to assist in arranging transport, tours, hampers, platters, dinners, in house yoga sessions, in house chefs and much more. This is a very successful aspect of our business model.

ACCOMMODATION

With accommodation options to suit a variety of experiences and budgets Otway Retreats have options for every kind of traveller from couples to families or corporate groups. All homes managed by Otway Retreats are advertised via several major websites to maximise online exposure and occupancy rates.

RETREATS & EVENTS

If your home is suited to host retreat weekends, workshops or corporate events please contact us to see how we can assist. Otway Retreats are always looking for properties that may meet these requirements so we can assist guests with tailored event planning and retreats.



MARKETING YOUR HOME

ONE OF THE MOST IMPORTANT STEPS TO ENSURING THAT YOU WILL ATTRACT GUESTS TO YOUR HOME IS TO FOCUS ON THE OVERALL PRESENTATION AND INTERIOR STYLING



PRESENTATION

Presentation is paramount in achieving maximum attention from potential guests. Otway Retreats are highly experienced in working to guide you on how your property should be presented and styled to attract guests and generate a high frequency of bookings. Usually its the small touches that make a difference and we are here to assist in ensuring that all of our holiday homes feel like a home away from home for our guests,

PROFESSIONAL PHOTOGRAPHY

Initial impressions count and high quality professional photography is a must. Otway Retreats will arrange professional photography of your home prior to the commencement of the online marketing. Guests often choose the property they want to book based on photos alone - achieving the very best online presentation at the beginning of the process is an important aspect in the performance of your bookings.

Otway Retreats also offer optional services such as drone photography, video tours, floorplans, interactive floorplans and more.

COPYWRITING

Otway Retreats arrange quality copywriting to showcase the unique features and attributes of your home on all marketing.



MARKETING YOUR HOME.

Otway Retreats will arrange to market your home on all of the prevalent and popular holiday accommodation websites to ensure that your property receives maximum exposure to prospective holiday makers. Your property will be listed on the following websites; otwayretreats.com.au, airbnb.com.au, homeaway.com.au (formerly stayz).

We also have provision to market to many other platforms such as expedia.com, tripadvisor.com, flipkey.com, beautifulaccommodation.com.au and visitgreatoceanroad.com.au

We also market your property to our mailing list which incorporates a large database of companies and corporate professionals who often seek accommodation for employees and executives.

We frequently review our online marketing channels so these may be subject to change based on industry trends.





PREPARING FOR GUESTS



OTWAY RETREATS

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THIS INFORMATION HAS BEEN OFFERED TO HELP YOU PLAN FOR GUESTS. “OTWAY RETREATS” WILL WORK WITH YOU TO GUIDE YOU THROUGH THIS PROCESS .

APPLIANCES

Any appliances included in the home should be in good working condition prior to guests arrival.

Many of the maintenance issues that arise during the holiday period are generally related to the malfunction or breakdown of small and major appliances. Instruction manuals should be included for all appliances provided to avoid the potential for misuse.

BEDDING & LINEN

We suggest that all bedding and mattresses provided for guest's use are of high quality to ensure your guests have a comfortable stay. You are required to provide pillows and doonas (with covers) for each sleeping space as well as pillow and mattress protectors for each bed. We suggest that you consider waterproof mattress protectors for any single or bunk beds provided.

Owners are not required to supply: towels, tea towels, bath mats, hand towels, face washers, sheets or pillow cases. These items are either supplied by guests or hired as part of a linen hire package. Otway Retreats and most companies in the area won't launder linen supplied by owners as it is not cost or time effective to do so.

You can offer your home either with linen as a standard inclusion in which case Otway Retreats will arrange high quality hired linen to be supplied to all guests - the linen hire includes sheets, towels, pillow cases, bath mats, hand towels, face washers and tea towels. Otway Retreats will provide a quote for ongoing linen supply if this is your preferred option.

The other way your home can be offered is without linen as a standard in which case guests are required to provide their own linen (top and bottom sheets, individual pillow cases, towels, bath mats and tea towels.) Otway Retreats work with guests if they require linen hire packages and ensure the home is set up prior to their arrival if linen is required, this is always at the guests cost if you choose NOT to include linen as a standard offering.

Otway Retreats will provide further advice and options that best suit your home to assist with making a decision on the best arrangement for your particular home.



BINS & RUBBISH

Guests will use the bins provided at the house to dispose of their rubbish - most homes provide both a general waste bin plus a recycling bin.

Guests are required to dispose of their own excess rubbish at the end of their stay and are asked to place the bins out for collection each week as required if they are staying during a bin collection cycle. Otway Retreats always assist in managing the bin collection between guests and often ensure bins are either put out for collection on the appropriate days or collected and brought back inside off the street.

BBQ & OUTDOOR AREAS

We suggest that you provide a barbeque along with an appropriate sized outdoor setting to suit the number of guests your house is designed to accommodate. Many of our guests enjoy using a barbeque particularly over the summer season, if you supply a BBQ please ensure you also supply utensils and items for guests to clean the BBQ with after use. It is a good idea to leave a spare gas bottle just in case it runs out mid stay.

CLEANING

Prior to a guest's arrival the property should be presented and cleaned throughout to a professional standard, owners can employ their own cleaners direct, alternatively Otway Retreats do offer cleaning services at competitive prices to ensure that our high standards are met and homes are presented in accordance with our expectations.

Presentation and overall cleanliness are imperative particularly in areas such as the kitchen, bathrooms and toilets.

Guests are required to leave the property reasonably tidy after their stay however a full clean is always undertaken prior to any new guest arrival. By engaging Otway Retreats to take care of cleaning between bookings we can personally inspect the property to ensure it is returned to us in the same condition it was provided to guests which is a very important step in minimising damage, wear and tear and any repair and maintenance items are often picked up promptly.

Guests should be provided with a basic amount of general cleaning products and supplies for use during their stay such as detergent, dish cloths, spray and wipe, toilet paper, dishwashing tablets, washing powder, hand soap, shampoo, conditioner, body wash, coffee, tea, sugar, oil etc.

A lockable cleaners cupboard should be established somewhere inside the home, this should house excess cleaning products and supplies so that our cleaners can check the cleaning staples and replace them as required.

Otway Retreats offer a service where we can manage and stock the supplies on your behalf as required or otherwise we are happy for you to bring your own supplies up when you use the home and place them in the lockable cupboard for us to replace in the home when things run low.



ENTERTAINMENT

We suggest that you consider providing items that can be utilised by guests when they are kept indoors due to rain or bad weather. Some of the usual things that owners consider including are: board games, playing cards, books, WIFI, Netflix or Google Chromecast, Foxtel, DVD's, table tennis, darts, ping pong, children's toys or video game consoles.

The other items you may consider including may appeal to guests staying over the warmer months wanting to enjoy the outdoors, some of the types of things we see provided can be: boogie boards, kayaks, fishing rods, bikes, totem tennis, balls, outdoor games.

Whilst these extra entertainment items are not expected, they can often add a nice touch that guests enjoy.

GUEST GUIDE

It is always helpful to include an information folder for guests to view upon their arrival which should outline any vital information that is relevant to your home.

The information folder should include appliance instruction manuals (washing machine, heaters, ac units, tv, dvd players, stereo, pool/spa etc) and any other important information that is specific to your home that guests need to be aware of.

As part of our management service Otway Retreats will arrange a complete "Guest Guide" on your behalf as well as arrange any appropriate signage to be displayed within the home such as reminders/instructions etc.

The guest guide also provides guests with specific information on the booking process, general house rules, troubleshooting information, check out procedures as well as the details of local services, attractions, the general area and things to see and do.

GAS BOTTLES

Many homes in the area run off bottled gas, it is important that an account is set up with your local supplier (Apollo Bay Gas & Electrical) so that Otway Retreats can check the levels and order replacement gas cylinders as required on your behalf. We provide guests with instructions on how to check and manage the change of gas cylinders and will monitor the levels when cleans take place to ensure that we minimise any instances where guests run out during their stay.

HEATING

One of the most common questions we are asked is what kind of heating the home provides, particularly over winter and the colder months where guests are often concerned they will not be warm enough during their stay. We find that it is beneficial to offer small heaters to each bedroom such as oil column heaters or electric wall panel heaters for guest comfort. Some homes provide electric blankets as well as ample spare blankets for guest use.



HOT WATER SERVICE

Please ensure that your hot water service is on prior to guests arriving. It is useful to provide instructions on how to turn this on or relight the pilot light to Otway Retreats so they are included in your information folder.

FIREWOOD

If your home includes a fireplace or coonara an appropriate amount of firewood will need to be supplied to last through Winter. Otway Retreats can assist in arranging firewood delivery as required, however most homes will require at least 3 square meters annually.

KITCHEN

The kitchen should be supplied with a variety of quality utensils, crockery as well as pots and pans for cooking to ensure that guests are able to cook and prepare their own meals. Guests are required to bring all of their own food to consume during their stay.

We have included a list to assist you which is found in the attached inventory.

It is also important to provide guests with basic pantry staples such as sugar, tea, coffee, oils, salt, pepper etc.

KEYS & REMOTES

We require that a minimum of 2 full working sets of keys are provided. We also suggest a key safe operated by a code is installed in an accessible area at the property as many guests can arrive late

in the evening and require access to the property via a keysafe.

We can also assist with electronic locking systems where custom access codes can be generated for each guest if you are conscious about property security.

PERSONAL ITEMS

Please ensure that your personal items are removed from your home prior to guest's arrival including all clothing items, photographs, personal items in kitchen or bathroom drawers and valuables. Only the essential items required for guest use should remain. You may like to place your personal items in a securely locked cupboard or in the garage so long as it doesn't impact on the ability to park vehicles.

PHONE & INTERNET

It is optional for phone and Internet to be supplied to guests however if mobile phone reception is poor in your area it is recommended that a home phone is supplied to allow local calls and incoming calls. We also find that offering wifi is hugely advantageous in attracting corporate clients to your home as many will not stay if wifi is not provided. If you provide wifi, netflix, google chromecast or apple TV are attractive and cost effective additions.

Please make sure that if you do choose to supply WIFI for guests that you choose an unlimited plan or a plan that does not charge excess data costs once the limit is reached.



MINIMISING RISK



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PROTECTING YOU & YOUR PROPERTY

It is often the little things that count to ensure a pleasant experience. It is important to be aware of the many areas where risk should be managed for investors. Otway Retreats understand these potential risks and will provide the necessary advice and guidance to ensure you are protected.

CONTRACTORS

Contractors engaged should hold adequate insurance, qualifications and ensure they maintain strict safety standards when working on your home. All contractors engaged by Otway Retreats on your behalf will hold appropriate insurances.

LANDLORD INSURANCE

We recommend you consider taking out an adequate Landlord Insurance policy that covers you in the event of a holiday rental. Please check that your policy applies to commercial holiday lettings and not just family use. These policies can also include cover for your contents such as carpets and curtains. We have found EBM and Terri Scheer offer holiday home policies that may be worth exploring.

PUBLIC LIABILITY INSURANCE

We require that you have adequate cover for public liability insurance both inside and outside the property which will protect you against potential injury to guests. Please check with your building insurer to ensure you are protected prior to offering your home to guests. If your home is an apartment with a strata title you will need to ensure you have public liability insurance that covers you for “inside” the property. Usually the insurances held through the strata only cover public liability on common areas.

SMOKE ALARMS

It is a legislative requirement that all homes have working smoke alarms installed in appropriate locations. Please ensure that your smoke alarms contain working batteries, are checked regularly and are replaced once every 10 years. Smoke alarms should be located between each bedroom area and the rest of the house. There should also be at least one smoke alarm on each storey of your home.

SWIMMING POOLS

If your home includes a swimming pool or spa, it is a requirement that it complies with the appropriate safety regulations. If you are unsure if your pool or spa meets safety regulations, please arrange to have a check undertaken by your local pool service contractor or council, Otway Retreats can assist with these arrangements if required. Fencing should be secure, gates operational, and there should be no items leaning up against the fence that may allow small children to climb up and inside the pool area.

INITIAL INVENTORY

For each home under management we ensure that an initial inventory is completed at the commencement of our management service. This report includes information about the overall condition of the property and makes note of any pre-existing damages evident. We take detailed photographs and provide a written report that encompasses the entire home as well as all of the furnishings and items included within the house for guest use. This report is used as a guide and to assist with any claims if any damages are noted over the course of the management.

ANNUAL PROPERTY INSPECTION REPORT

Otway Retreats will provide an annual report of your home which will outline the overall condition of the home and the inventory items included and outline any suggested maintenance items or possible improvements for your consideration to ensure the performance of your home is always maximised.



FINANCIAL ACCOUNTABILITY

ACCOUNTING & FINANCIALS

We hold financial accountability seriously and understand that this is one of the most important aspects of a successful management arrangement for many property owners. We commit to prompt payments and seamless transactions to ensure that your priorities and obligations are always met.

WEEKLY PAYMENTS TO OWNERS

Booking income is transferred electronically into your nominated bank account within 7 days of your guests departure less any management expenses such as management fees, cleaning costs, linen costs etc.

STATEMENTS

We provide a statements itemising rental collected and deductions of any authorised expenditure including relevant invoices. Authorised expenditure are items such as managing fees, cleaning, linen, supplies, gardening and general repairs.

INVOICE PAYMENTS

Otway Retreats are happy to pay invoices on your behalf for items relating to the management of the home so everything appears on your statements for ease of accounting at the end of the year. We can pay items such as general repairs, property updates such as replacement furnishing items, gas bottle replacements etc.

TAX DEPRECIATION

We recommend each owner explores whether a depreciation schedule would be beneficial to them. These schedules can ensure depreciation claims can be fully maximised – your accountant will be able to provide further details and guidance relevant to your individual situation.

END OF FINANCIAL YEAR REPORTING

Otway Retreats provide owners with an end of financial year report and summary in July of each year which outlines the total income and expenses recorded for you to provide to your tax accountant.



BETWEEN BOOKINGS



OTWAY RETREATS

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WE ARE COMMITTED TO PROVIDING ONGOING SERVICE, ADVICE AND RECOMMENDATIONS IN RELATION TO YOUR HOME. OUR ROLE IS TO ENSURE THAT YOU ARE ALWAYS KEPT INFORMED WITH MATTERS CONCERNING THE PERFORMANCE OF YOUR HOME.

BOOKING FEES

We endeavour to ensure that your properties earning potential is reviewed on an ongoing basis. Our aim is to ensure that the rate you achieve is always in line with market conditions and our staff strive to keep you up to date with the latest market activity and trends.

Our booking rates are usually split up into categories as follows;

High Peak Times: December 20th – January 15th

Peak Times: December 1st – February 28th and Easter (excl high peak)

Mid Season Times: March 1st – April 30th (not including easter/long wknds), October 1st to November 30th (not including long wknds)

Low Season Times: 1st May to 30th September (not including long wknds)

Long Weekends: Anzac Day, Labor Day, Queens Bday, Melbourne Cup, AFL Grand Final, Marathon Weekend

GUEST DEPARTURES

Following the departure of the guest it is required that cleaners are engaged to undertake a thorough clean and outgoing inspection. Otway Retreats offer cleaning and linen services to owners and we will always endeavour to undertake cleaning after guest bookings promptly.

If you do not appoint Otway retreats to undertake the cleaning between guests, please understand that it will be your responsibility to make these arrangements as required within 3 days of the guests' departure. We will be required to refund the guests holding deposit within 5-7 days of departure so it is important that we are made aware of any issues promptly so we can address these matters as required.

Should you engage the services of Otway Retreats to perform cleaning between bookings, we will always endeavor to inspect the property within 48 hours of a guest departure, our cleaners are employed directly by Otway Retreats and are not subcontractors.

This enables us to ensure that the quality of our cleaning is always undertaken to the highest of standards and we are able to personally check the property to ensure it is left in the condition it was found, this results in us being able to ensure your property is maintained to the highest of standards during our management and any damages/missing items are promptly noted and rectified.



GARDENING

As part of our management service we also offer property owners the opportunity to take advantage of our garden maintenance service which includes lawn mowing, weeding & pruning to keep the gardens neat and tidy. We offer competitive pricing and can also undertake larger scale works such as landscaping, external pressure cleaning and more upon request.

MAINTENANCE

There will be times when maintenance is required and we always recommend that any request for maintenance is responded to promptly. Otway Retreats will always give recommendations on what action should be taken and who is responsible for undertaking any repair requests. It is important to note that there are some items which are considered as “urgent repairs” and generally these types of repairs pose a risk or loss of amenity to either the guest or the property so must be acted upon within 24 hours in most instances.

As part of our management service we have an in house maintenance contractor who is contactable at all times should guests have any issues or concerns during their stay. With this in-house service we can quickly assess any repairs reported by guests by providing property owners with an initial call out and assessment to check what is required before a third party contractor is engaged. These call outs often resolve the issues and save property owners costly call out fees when all that is needed is a simple repair.

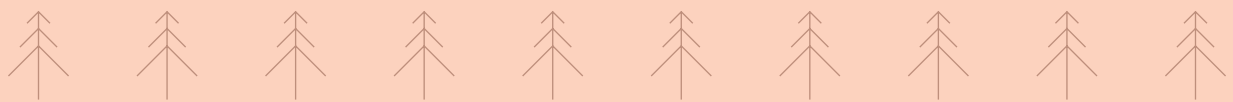
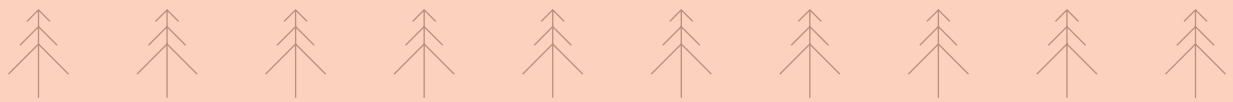
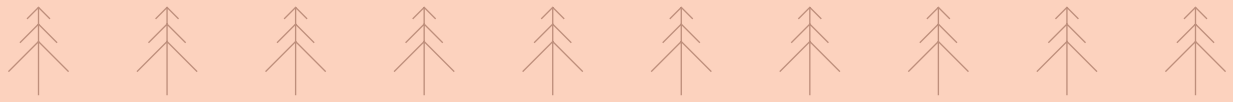
Otway Retreats have access to reliable and qualified local third party trades people that we are able to recommend as required for specialist works such as plumbing & electrical etc.

ANNUAL REPORTS

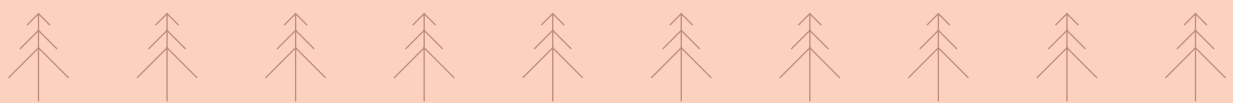
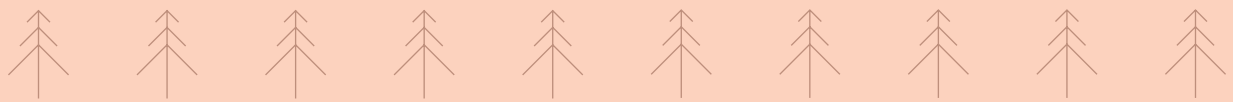
Otway Retreats provide an annual spring clean report which will outline items that we feel require attention. These items generally consist of things that are not undertaken as part of the regular cleaning and maintenance schedule such as high window cleaning, carpet steam cleaning, pressure cleaning, grout restoration, re-staining of decking etc, we also review items such as the bedding/linen and inventory items and suggest if anything should be replaced. Otway Retreats can usually undertake this maintenance on your behalf and quotes will be provided as necessary with the report.

OWNER BOOKINGS

If you wish to visit or stay at your property, we ask that you contact Otway Retreats to confirm dates before arriving as there may be a booking in place. It is not uncommon for last minute bookings to be scheduled particularly during busy periods. You will have access to our online calendars to check availability however it is always best to check that we haven't secured a last-minute booking if you plan on coming down the same day. If you plan on staying at your home please let us know in advance so we can block out dates so they cannot be booked by guests.



SAMPLE INVENTORY



INVENTORY GUIDE

We have taken the time to put together a sample inventory to assist you with understanding the types of items that most homes include for guests.

BEDROOMS

- Beds/Comfortable Mattresses with mattress protectors (waterproof protectors are best)
- Pillow for each sleeping space with pillow protectors (waterproof protectors are best)
- Wardrobe with a minimal amount of hangers
- Linen: owners are expected to supply doona's and doona covers, guests are expected to supply pillow cases, sheets and towels if linen is not hired.
- Extras: warm blankets, decorative pillows and throws (optional)
- Heating for the bedrooms is always desirable in winter, we suggest you provide oil heaters or the like for each room if possible (optional).
- Electric Blankets are also desirable for guests particularly in winter. (optional)

LIVING & DINING

- Sofa/Couch appropriate for the number of guests your home accommodates.
- Dining table and chairs appropriate for the number of guests.
- Television with DVD player. It is desirable to include some DVD's for guests to watch and also to consider providing Foxtel, Netflix, Apple TV or Google Chromecast
- Stereo and speakers. A small mico hifi system, otherwise a Bluetooth speaker or similar that can connect to guests mobile phones to play music.
- Coffee table.
- Extras: lamp, décor such as pillows and throws, video game consoles, coasters, place mats.

KITCHEN

- Appliances: toaster, kettle, microwave. Optional: sandwich maker, coffee machine (nespresso pod machines are best), electric mixer.
- Serving Items: salad bowls, platter dish, jugs
- Preparation Items: mixing bowls, chopping boards
- Storage Items: tupperware containers, salt & pepper grinders
- Crockery: large plates, small plates, bowls appropriate for the number of guests.
- Cutlery: knives, forks, large spoons, small spoons suited to the number of guests.
- Drinking Cups: glasses, tea mugs, wine glasses, champagne glasses suited to the number of guests.
- Pots & Pans: small saucepan, medium saucepan, large saucepan, small frypan, large frypan
- Bakeware: oven Trays, casserole dish, slice pans

INVENTORY GUIDE

KITCHEN CONTINUED...

- Utensils: can opener, cork screw, scissors, egg cups, scissors, slotted spoon, wooden spoons, ladle, whisk, bottle opener, strainer, egg flip, tongs, colander, peeler, grater.
- BBQ utensils (if applicable): utensils for BBQ, cleaning kit for BBQ
- Linen: oven mit (the silicone ones are best as they don't need to be laundered), tea towels
- Bin
- Tea/Coffee: tea pot set and coffee plunger

OUTDOOR

- Outdoor setting appropriate for the number of guests.
- BBQ with at least 2 gas bottles so there is always a spare in case one runs out.

BATHROOMS

- Toilet brush and holder
- Linen: guests are required to bring their own towels, face washers and bath mats if linen is not supplied as a standard offering.
- Hairdryer (optional)

LAUNDRY

- Appliances: iron and board, washing machine, dryer (optional), vacuum cleaner (bagless if possible - ensure vacume bags are supplied if it operates with bags.)
- Washing basket/s
- Cleaning Items: broom, dustpan and brush, mop and bucket.

ENTERTAINMENT

- Indoor Entertainment: its always nice to have entertainment items for guests a selection of some of the following is ideal: books, DVD's, board games for children and families, video game consoles with games, cards, bluetooth speaker etc.
- Outdoor entertainment (optional) table tennis, darts, coits, cricket set, balls, bikes, fishing rods, body boards, kayaks are all a big plus for guests to use and enhance the overall experience/
- Internet/Wifi (optional): for international travellers wifi is usually an essential so to attract more bookings and guests we suggest wifi is included.
- Netflix/Apple TV/Foxtel/Google Chromecast (optional): If you dont have a smart TV, you can offer Apple TV or Chromecast which allows guests to stream content from their phone to the TV using the wifi conneciton and is a very cost effective way to provide such an attractive feature.

KEYS/KEYSAFE

Keys: guests are provided with one set of keys. Otway retreats hold a spare plus keys to the cleaning

INVENTORY GUIDE

KEYS/KEYSAFE

- Keys: guests are provided with one set of keys. Otway retreats hold a spare plus keys to the cleaning cupboard. Please supply 2 sets minimum + any remotes.
- Keysafe: in the event of late check ins or emergencies a keysafe/lock box with spare keys inside should be supplied at your property.

SAFETY

- Smoke alarms: it is a legal requirement that all homes are fitted with at least 2 working smoke alarms.
- Pools/Fencing: please ensure that any pools are compliant with appropriate fencing and there are no items that can be climbed upon near the fencing.

FAMILY FRIENDLY AMENITIES

- Consider offering your home as attractive to families with children by providing optional items such as: high chair, port-a-cot, safety gates on stairways, baby bath, fireplace guards, change table.

SUPPLIES CUPBOARD

Each home should include a locked cupboard which should be accessible to the cleaners, this cupboard should include stock of the following items which can be replaced as they run low, the cleaners will leave an appropriate amount of each item for guests use each time the property is cleaned. Otway Retreats can manage the cleaning stock on your behalf by charging cost to replace as necessary or you are welcome to manage the re-stocking of this each time you visit by bringing down new supplies.

SUPPLIES CUPBOARD STOCK

- Toilet paper
- Rubbish Bags (to fit each bin in house)
- Dishwashing Detergent & tablets.
- Dish Cloths: sponge/scour and cloths to wipe down benches.
- Laundry detergent/powder
- Spray & wipe
- Pantry Staples: cling wrap, foil, salt, pepper, oil, tea, coffee. Optional: milk, spices, flours, sauces, vinegars
- Power Outage Kit - Candles / Torches in the event of a power outage.
- Spare batteries: spare batteries of each type to fit remotes, smoke alarms etc.
- Spare light globes: to fit each type around the house including lamps.
- Spare linen: spare doona covers for each sleeping space in case a change is needed. Spare mattress & pillow protectors. Optional: spare doonas, spare pillows
- Spare glasses: its often a good idea to buy extra glasses so spares can be left in the cupboard so if one breaks we can replace it with a matching glass.

INVENTORY GUIDE

GUEST INFORMATION FOLDER

Otway Retreats will arrange a guest information folder which will include all information relative to the home as well as general instructions on how to use appliances etc.

TO BE SUPPLIED TO OTWAY RETREATS TO COMPLETE GUEST FOLDER

- Instruction manuals for appliances (ensure they are located in the home if possible)
- Any specific rules you wish for guests to adhere to.

Any specific or useful information pertinent to your home that guests would find valuable.

**WITH OTWAY
RETREATS YOUR
HOME WILL
REMAIN SUPURBLY
MAINTAINED**



OTWAY RETREATS

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