

**ROTORUA HOLIDAY HOME**  
**21 Clyde Street, Rotorua**

**CHECK IN: from 3pm**

**CHECK OUT: before 2pm**

📄 **KEYS**

The code to the lock box containing the house keys will be sent to you prior to your stay.

***The keys MUST be returned to the lockbox before you return home, and the lockbox locked by randomly tumbling the numbers away from the entry code.***

📄 **ACCOMMODATION**

The home can accommodate 8

Bedroom One : 1 queen bed; Bedroom Two : 2 single beds; Bedroom Three : 2 single beds; Lounge : 1 double sleep couch

**BATHROOM FACILITIES**

Shower

Separate Toilet

📄 **KITCHEN AND LAUNDRY FACILITIES**

Fully equipped kitchen

washing machine

📄 **LINEN**

***Provided***

Duvet inners, blankets, pillows, mattress and pillow protectors. Extra blankets may be required in winter.

***You will need to bring***

Your **OWN** sheets and/or duvet covers, and pillowcases (***existing duvet covers and pillowcases are for protection only***).

Bath towels and beach towels.

📄 **CLEANING SUPPLIES**

***You will need to bring***

Toilet Rolls and hand cleaning liquids or soaps

Tea towels

Basic cleaning materials (cloths, sponges, etc)

Basic cleaning products including anti-bacterial cleaner or disinfectant, septic tank safe dishwashing liquid, shower, toilet, and floor cleaners.

📄 **HEATING**

Heaters are provided

A Heat Pump is situated in the living area

***! Switch the Heat Pump OFF when you leave the premises - Do NOT leave the Heat Pump on when the property is unoccupied.***

📄 **MOBILE / INTERNET**

Mobile phone coverage is limited

Wi-Fi is provided. The SSID and password are detailed on the face of the modem.

***Do NOT switch off the Wi-fi!***

📄 **ENTERTAINMENT**

Smart TV

***Apps such as Netflix are available, however if you log in to your own account, remember to log out when you leave to prevent the next guests from accessing your account!***

📄 **PETS**

Whilst pets are welcome in our holiday home they are not permitted in the bedrooms or on the furniture. They must be kept under full control of the owner whilst on the premises, and local bylaws must be followed.

Prior to vacating the Holiday Home all evidence of a pet being present must be removed through effective and diligent cleaning of the property.

## ❏ RUBBISH COLLECTION

Rubbish collection is on a Tuesday.

Should you be staying at the property when the usual rubbish and recycling collection cycle occurs, please ensure the bins are placed on the kerbside before 7.30 am and returned to the house after collection.

- *Recyclable and perishable goods must be placed into the appropriate bins, complying with the local Council restrictions and/or requirements.*
- For information on Rotorua's rubbish collection go to <https://www.rotorualakescouncil.nz/property-building-bins/rubbish-and-recycling/bins>

Should rubbish collection NOT be scheduled whilst you are staying at the property, please take your rubbish home with you - disposed of at the recycling station.

- *Please note that Council inspects recycling bins before collection to ensure that "recycling waste only" is placed in the bins*
- *If rubbish is left in the recycling bins, is not placed out for collection and/or not sorted according to council requirements, you may be liable to pay for costs associated with waste removal.*

## ❏ WASTE

Leftover meat, fish, fish carcasses or fish scales **must** be wrapped securely and must NOT be left in the bins on the property. Do NOT put grease or food waste down the sink or drains.

Do NOT flush baby wipes, sanitary pads, tampons, or other foreign objects down the toilet.

## ❏ WATER

Please conserve water by having limited short showers and using the washing machine only when necessary.

## ❏ BURST WATER PIPES

In an emergency and the unlikely event of a burst water pipe or water leak/flood in the house, the water supply must be switched off at the mains supply situated by the front gate

***Call the Emergency Contact number immediately!***

## ❏ SLIDING DOORS

Deadlocks have been added to the sliding doors at the front of the property to provide extra security to this entryway. The keys for these can be found on the key hook in the kitchen. When leaving the property make sure the sliding doors are locked and the wood replaced to stop the door being forced open.

## ❏ STORAGE SHEDS

Bicycles and other items may be stored in the sheds.

The codes to the padlocks are detailed in the lockbox information. *Make sure the codes are scrambled after use.*

## ❏ POWER

In the event of a power outage contact Mercury for information in the first instance <https://www.mercury.co.nz/help-and-support/outages-and-faults>

Please leave power ON when vacating the premises.

***Do NOT turn off the fridge, TV OR WiFi!***

All other power switches should be turned off.

## ❏ ELECTRICAL DEVICES

Multi-Boards & Adaptors - If used correctly, multi socket boards are safe, but if overloaded, worn or damaged, they can cause a fire or electric shock. **Only** use a power board with an overload protection device. Do NOT 'piggyback', multiple adapters, and extension leads, plugging one power-board into another is very dangerous!

## ❏ HEALTH & SAFETY

If a Guest and/or Member has a safety concern, or if there is a near miss, incident, or accident, the "**Near Miss Report Form**" and/or the "**Accident Report Form**" which can be found in the [Club Documents](#) on the ASSCI website, must be completed and forwarded to the Committee.

## ❏ FIRE SAFETY

Smoke detectors are fitted throughout

Fire Extinguishers are located at strategic points in the home

A Fire Blanket is in the kitchen area

Please report missing or malfunctioning items

## ❏ DAMAGES, BREAKAGES OR MISSING ITEMS

Please complete and submit the [Feedback Form](#) to let us know if there items missing or if anything has been damaged or broken

## ❏ EXIT CLEAN

The house must be left **clean** on vacating the property – please refer to the Holiday Home [Housekeeping Rules](#) for our cleaning protocol. *A charge may apply if the next occupant reports extra cleaning is necessary.*

Please leave the property in a condition that you would expect to find it.

## ❏ SUGGESTIONS & FEEDBACK

To help us maintain our Club's home for your enjoyment, please complete and submit the [Feedback Form](#)

We welcome all suggestions and feedback!

***Enjoy your stay!***