

MATAPOURI BAY HOLIDAY HOME

16 Waetford Road, Matapouri Bay

Second road on the right after entering Matapouri Bay. The house number is on the fence

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 6 people

Bedroom One : 1 queen

Bedroom Two : 1 bunk bed (1 double lower, 1 single upper); 1 three quarter pull-out trundler bed

BATHROOM AND LAUNDRY FACILITIES

Shower and toilet

Washing Machine

KITCHEN FACILITIES

Fully equipped kitchen

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

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

A Heat Pump is situated in the living area

Turn the heat pump OFF before leaving the property. Do NOT leave it running while the property is unoccupied

MOBILE / INTERNET

Mobile phone coverage is available

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

WASTE

Leftover meat, fish, fish carcasses or fish scales **must** be wrapped securely and must NOT be left in the rubbish bins on the property

Do NOT pour grease or dispose of food waste down sinks or drains

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

❓ RUBBISH COLLECTION

For information on rubbish collection bags, bins and recycling go to <https://www.wdc.govt.nz/Services/Rubbish/Rubbish-Collection>

Rubbish is currently collected on Monday mornings. Should you be staying at the property when the usual rubbish and recycling collection cycle occurs, your rubbish must be in Whangārei District Council rubbish bags and placed on the kerbside before 7:30am on collection day. Bins must be 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.* There are two bins for recycling – the blue colour bin is for glass, and the maroon colour bin is for plastics and cans

Should rubbish collection NOT be scheduled whilst you are staying at the property, please take your rubbish home with you, or dispose of it at the recycling station in Ngunguru

- *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*

❓ WATER

The water supply is bore water only. Please **conserve water** by taking short showers and using the public beach shower whenever possible

Ensure all taps are turned off

Use the washing machine only when necessary

❓ WATER PUMP

Should there be no water check the water pump which is located under the bushes directly in front of the house. Lift the cover to expose the pump. On the back of the pump there is a small control panel. If the pump needs to be reset, it will show a red FAILURE light. Press the **restart** button and the pump should start up

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

Call the Emergency Contact number immediately!

❓ SEPTIC TANK & SEWAGE IRRIGATION SYSTEM

Using too much water, bleach, non-septic tank compliant cleaning products, or putting grease down the drain, seriously harms the septic tank chemical process

Do not flush wet wipes, sanitary pads, tampons, or other foreign objects down the toilet as these destroy the septic tank chemical process

Do NOT park cars, boats, or trailers on or near the septic tank outlet mushroom, as this may damage the septic system

❓ POWER

In the event of a power outage contact Meridian Energy on 0800 496 496 in the first instance

Please leave power ON when vacating the premises.

Do NOT turn off the hot water cylinder, fridge, TV, or WiFi!

❓ HEALTH & SAFETY – 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 installed throughout the home

Fire extinguishers are located at key points in the home

A fire blanket is available in the kitchen

❓ DAMAGES, BREAKAGES OR MISSING ITEMS

Please complete and submit the [Feedback Form](#) to report any missing, damaged, broken, or malfunctioning items

❓ EXIT CLEAN

Please leave the house **clean**, tidy, and ready for the next guest

Refer to the Holiday Home [Housekeeping Rules](#) for our cleaning protocol

A charge may apply if the next occupant reports extra cleaning is necessary

❓ 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!