

Gladstone Apartment Protocols

Charges:

Rooms	Room Type	Internal Room Rate	External Room Rate
WR 14D	Double	\$90.00 per night	\$110.00 per night Exc. GST
WR 14E	Twin Share	\$80.00 per night. Price includes a weekly clean for long stay guests	\$100.00 per night Exc GST. Price includes a weekly clean for long stay guests

Inclusive:

- Twin Share Basis/Double bed
- Cleaning of apartment after check-out
- Bedding, linen and toiletries
- Kitchenette with basic cooking facilities and equipment
- Iron & Iron board
- Tea and Coffee making facilities
- Wi-Fi access available
- Television with Sky Channels available

Exclusions:

- No room service provided
- No additional cleaning will be provided unless specified. If extra cleaning is requested, \$70 per clean will be charged. (WR apartments are cleaned weekly for long stay guests – more than one week)
- No additional linen will be replaced/provided during the stay. If extra linen is required, \$30 will be charged for extra linen (which includes 2 bath towels)
- No taxi/shuttle pickup/drop off facilities are available. For public transport options, please visit <https://at.govt.nz/> or you can book your taxis with Blue Bubble <http://www.bluebubbletaxi.co.nz/>

Internal Procedure

- Any person or party that plans to book the accommodation must email (executiveresidence@aut.ac.nz) and co-ordinate through Hospitality Services to check availability of apartments in booking software – “Ungerboeck” based on requested dates of booking. All the bookings will be dealt with First-in, First-serve basis.
- Apartment is booked in system by creating a booking and adding a space as per requested check-in and check-out dates and time.
- Confirmation email is sent to the client with a booking confirmation and payment is collected 5 business days prior to the booking either via Internal Charge Docket (ICD) or credit card.
- Liezl Foxcroft (Facilities Management Service Manager), Mathew Taplin (Estates Operations Manager) and the Estates Helpdesk are copied in on this email so they are aware of the booking. Estates Helpdesk also book in the cleaners through BIEMS.
- The event/bookings co-ordinator must generate an Internal Booking Confirmation with all the required information such as Internal Notes related to the booking, cleaning, bedding or any other requests.
- Apartments are cleaned on exit same day and available for letting that afternoon after 2pm. All other requests such as late check-outs/late check-ins will be dealt accordingly. Additional fees may apply.
- Cleaners to change the laundry and deliver dirty laundry to the AlSCO drop off and pick up any clean sets as required and remake the bed as part of the cleaning.
- The booking then appears in the weekly schedule report. This report will act as a notification tool for the wider team about the bookings. All the accommodation bookings can be identified by ‘E7’ event category.

Guests Procedure

Any guest/s who would need to book the executive residence with AUT would need to complete a booking form from the hospitality services website and sends it by email on executiveresidence@aut.ac.nz or call 09 921 9999 x 9866.

If available, the booking is confirmed via email with a booking confirmation sheet and payment is requested prior to acceptance of booking. Bookings not paid for prior to 5 business days prior to arrival will be cancelled. Keys to the apartments must be collected from the WR Level 1 Reception desk which is open from 08.00 am to 08.00pm. Keys will only be issued once a valid ID is provided. (Accepted valid ID’s are staff ID cards, passport, and valid New Zealand driver’s license). The main gate and doors to WR Building are locked after 04.00pm to 07.00 am. To access the building, you would need to call from the phone located outside WR building or you can call security on 09 921 9999 extension 9997. If you will be arriving after 08.00pm, you will need to call Security so that they can provide access to WR Building.

- Keys/Swipe Access will be provided for the front door and apartment front door. Upon check-in you’ll need to swipe the access in elevator to reach WR Level 14.
- The keys will be in an envelope labelled with the guests name and details.
- Upon check out the keys will need to be returned to reception desk located on WR Level 1. If you are doing a late check-out or an early morning check-out, the swipe keys can be dropped in the drop box located on WR Level 1 (just opposite to the reception desk)

Hospitality Services

- Guest/s are responsible to maintain and clean the apartment during their stay, as there will be no external cleaners during the booking unless requested and paid for @ \$70 a clean
- Guests will do their own cleaning during the stay, there will be no external cleaners during the booking unless requested.

Co-coordinators Procedure

- Once the booking is confirmed and paid for, a welcome envelope must be prepared by the coordinator.
- The welcome envelope will be emailed for the attention of the guest.
- The apartment has 1 set of key which must be collected from WR Reception Desk upon check-in or must be dropped off at Reception before check-out.
- Once the guest has checked out, the key must be returned to WR Reception desk during 08.00am to 08.00pm or must be dropped in afterhours drop box located opposite reception desk.
- Invoices for cleaning are to be requested from the cleaning facilities manager for payment. Cleaning charges to Estates are \$70 per clean and Hospitality Services will charge \$15.00 per booking for administrative costs. The remainder will go in to a nominated account to cover the cost of the lease.
- Lost keys will incur a \$120.00 charge to be paid by ICD or credit card if keys are not returned on check out.
- The coordinator is to ensure that the booking is highlighted in the fortnightly Wednesday operations meeting and any queries are attended to at this meeting.
- All accommodation bookings will appear on the events daily summary report.