

Apartment Protocols

Charges

| Queens Residence/ Room Number | Room Type | Internal Room Rate | External Room Rate |
|----------------------------------|------------|---|---|
| QR2203 | Twin Share | \$120.00 per night Inc. GST | \$150.00 per night Exc. GST |
| WE Flat | Double | \$100 for the first night Inc GST and \$30 a night thereafter Inc GST. Price includes a weekly clean for long stay guests | \$120 for the first night Ex GST and \$50 a night thereafter Ex GST. Price includes a weekly clean for long stay guests |

Inclusive:

- Twin Share Basis
- 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 (can be purchased)
- Television with Free-view 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. (WE 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.

Hospitality Services



Internal Procedure

- Any person or party that plans to book the accommodation must email and co-ordinate through Hospitality Services to check availability of apartments in Ungerboeck based on requested dates of booking
- 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 prior to 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 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.
- 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.
- The Vice Chancellor's office will have preference of guests staying in the QR 2203 apartment.
- Hospitality Services reserves the right to change/cancel any bookings as required by the office of the Vice Chancellor.

Guests Procedure

Any guest/s who would need to book the apartment with AUT would need to complete an accommodation booking form ([click here](#)) or email accommodation@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 working days prior to arrival will be cancelled. Keys to the apartments must be collected from the security office in WO2 which is open 24/7. Keys will only be issued once a valid ID is provided. (Accepted valid ID's are staff ID cards, passport, valid New Zealand driver's license)

Hospitality Services

- Keys supplied will be for the front door (blue tag) and apartment front door (brass key) & mail box (black key)
- 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 security.
- 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
- Need to have list of equipment in the flat. 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 left at security for the attention of the guest.
- The apartment has 2 sets of keys, one set should always stay in the security lock box and the second set should stay with Director of Hospitality Services as a spare set.
- Once the guest has checked out, the key must be returned to security.
- 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