

CODE OF CONDUCT AGREEMENT FOR RAL RESIDENTS

The Park Travellers' Lodge is a unique accommodation facility based in one of the most beautiful parts of the world. We are a lodge and hotel for free independent travelers, adventurers, tour operators and school groups. These short term guests are extremely important to us and we aim to provide excellent service to all of our clients.

The Park Travellers' Lodge is also your home for the 2013 winter season and we welcome you to our special place. Over the last five winter seasons we have accommodated RAL staffs who share the facility with a range of other short stay guests who pay nightly room rates. The Park is your home, so please respect the facility, your RAL colleagues, The Park Staff and our other guests at all times.

We trust that you have a fantastic stay in National Park.

Please **read, initial and date** the bottom right hand corner of every page

ACCOMMODATION

- The Park management reserves the right to manage the accommodation allocation for all guests. We may require tenants to relocate (from time to time) and will give one weeks' notice if a tenant is required to move to another room for any reason.
- You are expected to keep your room clean and tidy at all times. Regular room inspections will be carried out during your stay at The Park. You will receive a minimum 48 hours of notice prior to a room inspection. If you continually fail to be available for scheduled inspections, appropriate action will be taken;
- Report any damage or breakages to management immediately;
- You may not have pets on the property at any time;
- Stickers, permanent fixtures left on Park Property i.e. fridges in rooms, hooks left on walls etc may result in forfeiture of bond or part thereof. Allocated park chattels lost or damaged will also be deducted from your Bond.

EVICITION

The following will result in immediate Eviction:

- Use or possession of illegal drugs on the property;
- Violence and harassment of Staff and/or other Guests. Appropriate behavior is expected of tenants and their invited guests at all times on the property;
- Willful damage or Theft of Guest or Park property;
- Lighting fires anywhere on the property;
- Unpaid rent. Rent payments are due every Thursday for the following week (no exceptions). If not paid Thursday a reminder will be given Friday. If still unpaid by Saturday tenants will be given a 24hr Eviction notice. Please note that The Park is not obligated to give reminders and paying rent on time is the sole responsibility of each tenant;
- Unauthorized access to parts of the building or property including the Spiral Kitchen, other tenants rooms (without authority), storage rooms, the Spiral Bar, front office/reception, the communal kitchen (after hours) and hazardous areas (plant room, gas enclosure) is not permitted at any time;
- No smoking is permitted inside the building or your rooms at any time. If smoke alarms are triggered as a result of smoking inside your room, or common areas, you will be liable for a fire service call out fee of **up to NZ \$1,500**. Smoking is only permitted in the designated smoking areas, using the ash boxes provided.

Initials

Date

Disciplinary Process:

Behavior deemed by management to be severely inappropriate will result in immediate eviction. Other transgressions will result in one verbal and/or written warning being issued. Any further transgression will result in immediate eviction. Bond refund will be at the sole discretion of The Park management. If you are evicted there will be no refund of rent given.

If evicted from the property:

- Ruapehu Alpine Lifts (RAL) will be informed immediately;
- You will have 24 hours to vacate your room and leave the property from the time you are informed that your tenancy has been terminated. The Park reserves the right to escort evicted tenants from the property immediately, with time only to collect their belongings, should they exhibit violent or abusive behavior towards Park Staff or any other guests.
- You will immediately forfeit all advance rent taken.

RESPECT

- Noise: Out of respect for other guests, we require noise be kept to a minimum after 10:00PM each evening. Management has the right to ask you to turn your stereo, television or computer off if disturbing other guests. Additionally, no parties or large gatherings are allowed in tenant rooms. We ask all tenants to confine larger social gatherings to the Upper Lounge area. The rules regarding noise also apply to all areas of the property;
- Spa Pools: The spa pool opening hours will be 9.30am to 9.30pm. No glass, food or smoking is permitted in the spa pool enclosure. Failure to comply with these rules, or if you are caught in the spa pool outside these hours, you will be banned from using the spa pools for the season. Multiple offences will result in Eviction;
- Consideration and respect for other guests is required at all times;
- You may not enter a room occupied by another guest without their given permission. You must provide proof of permission before being allowed to enter a guest room without them present;
- No waxing or scraping of skis or snowboards is permitted in rooms or in common public areas. If you wish to do this please confine to the area surrounding skip bins in car-park;
- All rubbish from tenant rooms must be placed in skip bins in car-park. Do not leave rubbish on the decks;
- Personal property left outside rooms should be placed in a tidy manner.

ALCOHOL

- The excessive consumption of any alcohol and drunken behavior is not permitted on the property at any time;
- No BYO alcohol is to be consumed in any communal area of The Park Travellers' Lodge;
- Guests 18 years and over staying at the lodge may bring onto the premises BYO alcohol which can be consumed in guest rooms only;
- No drinking games are permitted anywhere on the property.

VISITORS

- No visitors are permitted in the room's area after 10.00pm unless registered as a guest with reception. Please ask reception for relevant rates to have guest(s) stay on the property. All unregistered visitors will be asked to leave the property.

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CLEANING

- Ensure you clean up after yourself immediately in all Park communal areas including the lounge, the communal kitchen, courtyard, car-park, etc;
- You are required to wash, dry and put away all dishes, utensils, pots, pans, glasses, mugs etc that you use in the communal kitchen. There are two security cameras in the communal kitchen and this footage will be monitored closely. It is unpleasant for other guests to see dirty dishes in these areas;
- All RAL guests will share the responsibility of cleaning our guest kitchen. This task will be delegated through a roster which will be displayed on the RAL notice board. Each RAL guest is required to clean the kitchen once during their stay at The Park. Failure to fulfill this duty will result in a \$100 fine.

RENT PAYMENTS

- Your Rent is set at a weekly rate based on the room type you selected. Prior to arrival we collect your “last two weeks rent” which is held for the entire season. This amount is either refunded at the end of the season, or used to pay for your final two weeks rent;
- The weekly rent period is Monday to Sunday with rent due on a Thursday and is paid a week in advance. Any additional day’s (i.e. arriving part way through the week) will be charged on a prorated basis;
- It is our expectation that all tenants pay their rent by automatic payment on Thursdays (going into our bank account overnight on Thursday). Tenants who cannot pay by automatic payment need to apply individually to Park management for dispensation. Automatic payment forms will be provided for completion on arrival. We will forward this to your bank on your behalf. Your first automatic payment should be set up to start a week following arrival.
- Weekly Rent payments are due every Thursday for the following week (no exceptions);
- If rent is not paid Thursday a reminder notice will be given on Friday. If still unpaid by Saturday tenants will be given a 24hr Eviction notice. Please note that The Park is not obligated to give reminders and paying rent on time is the sole responsibility of each tenant;
- It is the responsibility of each individual tenant to cancel their automatic payment before departing The Park.

BOND & SERVICE FEES

- On arrival a Bond equal to one weeks rent will be collected. This Bond is held through the season against damage to the room and Park property. Your Bond is refunded on checkout after a final room inspection has been completed and passed;
- On arrival a Service Fee of \$190 will be collected. This is a non-refundable fee that is collected from all RAL guests for room maintenance & upkeep costs including labor, linens and cleaning materials incurred by The Park.

DEPARTURE

- All linen must be washed, dried and left folded on your bed. Your room needs to be cleaned to our standards. Room cleaning checklists will be provided prior to your departure;
- Persons in twin share accommodation are responsible for ensuring the room is collectively cleaned to the required standard. There will be no exceptions;
- Please vacate your room no later than 10.00am on the day you have given notice to leave;
- If for any reason you terminate your stay with us, you must give 7 days notice, or pay one weeks rent in lieu;
- **If the room is not cleaned to an acceptable standard you will be charged a cleaning fee or \$50 per room will be deducted from your bond.**

Initials

Date

Declaration

Upon signing this agreement, I acknowledge and accept the terms and conditions of living at The Park Travellers' Lodge under the Code of Conduct and tenancy application which I have read and fully understand. I agree to pay all charges when due. Any false information given on my application form may result in immediate termination of my occupancy. The Lucky Traveller Accommodation Ltd takes no responsibility for individual possessions left on the property.

Execution

Full name _____

Signature _____

Date _____

* To be read and agreed to in conjunction with 2013 application form and two copies will then be signed on arrival at the Park Travellers' Lodge.

Initials

Date