

HOTEL USE OPERATION

As mentioned, an operator has not yet been appointed and as such requested (and recommended) that it would be more suitable to address these requirements as a part of condition of consent requiring a Plan of Management (PoM) to be approved by Council prior to issuing of an Occupation Certificate.

The future PoM would incorporate requirements of the future operator and any specific Council requirements. The PoM would address the final operational model, staffing arrangements, concierge integration (if adopted), and guest management protocols.

However, generally the proposed hotel use is to operate having regard to the following:

Check-In / Check-Out Procedures

The proposed hotel is designed to be flexible in its use and could potentially operate as a self-check-in / self-check-out model including provision for a concierge model option. Guests would receive a digital check-in link and a unique access code or QR code prior to arrival. Guests proceed directly to their room, and check-out is completed via the hotel's management platform.

Staffing Arrangements & Future Concierge Option

No hotel staff are proposed to be permanently located on-site under the baseline operational model. The hotel will be supported by off-site operations team, responsible for:

- 24/7 remote support for guests
- Monitoring of access and security systems
- Coordination of cleaning, linen and maintenance services
- Emergency escalation procedures

However, once a future operator is engaged, there is flexibility for the operator to utilise the ground-floor retail tenancy to accommodate an integrated concierge/reception point should their business model require it.

This space could support:

- Concierge check-in assistance
- Key handover (if preferred by the operator)
- Guest enquiries or luggage drop

This provides operational adaptability while ensuring that the proposal can function independently without on-site staff from the outset.

A full Plan of Management (PoM) will be prepared by the future operator, addressing the final operational model, staffing arrangements, concierge integration (if adopted), and guest management procedures.

Security Measures and Access Control

A secure electronic access control system will be implemented, including:

- Controlled lift access to guest floors
- Individual digital key codes for each room (auto-expiring on check-out)
- CCTV throughout all key circulation and entry areas
- Remote monitoring
- A 24/7 emergency contact line for guests

Guests will have 24-hour access to the building and approved amenities using their access credentials.

Visitor Vehicle Access to the Carpark

Guest vehicles will access the basement carpark via a temporary digital access code or QR pass issued at the time of booking.

Pedestrian Access from Marshall Lane

Guests accessing the hotel via Marshall Lane will only occur if once a future operator is engaged, the operator seeks to utilise the ground-floor retail tenancy to accommodate an integrated concierge/reception point. Otherwise, access will not be provided through the retail tenancy and will only be available via the primary Princes Highway entry.

Feel free to reach out to myself or Daniel to discuss if required.

Regards,

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