**THE ROBERTSON HOTEL, PLAN OF MANAGEMENT**

1. **DETAILS OF THE HOTEL**
* Numbers of rooms
* New hotel 4 levels comprising 46 hotel rooms. Max sleeping positions at 4 persons per room 184 but expecting average 2 persons per room. 92
* Eco cabins (a) in front of new hotel, comprise 8 cabins of 4 accommodation rooms total 32 rooms max sleeping positions 64 if sleeping 4 per room 128
* Eco Cabins (b) 5x 2-bedroom total 10 suites, or 20 bedrooms max sleeping 40
* Villa type A & B 7x4beds = 28 room max sleeping 56
* Existing hotel 59 rooms max sleeping 118
* Total max sleeping 184+ 128 +40+ 56+118=526 max
* Realistically more likely 92+ 64+20+56+ 118= 350 if 100% occupancy.
* See attached Images of layouts for New hotel, existing Hotel, eco cabins and villas.
* Common areas include,
* In the existing Hotel, the Lounge, Restaurant Bar 1 and formal bar, café, Breakfast area and ballroom, terrace, Piazza and Central garden.
* In the new hotel, carparking, conference and event rooms.
* New café, museum, treatment rooms, event/function spaces
* Grounds gardens, Amphitheatre and garden tour walkways.
* Other areas, health club. Indoor pool, treatment rooms, gymnasium, artist studio.
1. **MANAGEMENT OF THE ROBERTSON HOTEL**
2. Accommodation will be managed in accordance with the conditions of consent issued by Wingecarribee Shire Council, included in this PoM.
3. A copy of the approved PoM will be kept on site at all times, and available for inspection.
4. This PoM is not to be amended significantly without the prior approval of Council, within reason.
5. The Robertson Hotel Rules stipulate the management and operation of the hotel and its associated components. Those rules will be posted in every guest room (Appendix A).
6. **OPERATION OF THE ROBERTSON HOTEL**

* 1. The hotel and its components, once fully operational and constructed, will operate seven days per week, 52 weeks per year.

We would need staff Monday to Sunday 7 days per week 24/7

There will be peak and off-peak staffing and rosters.

We will have full time staff, casuals and part time.

We will also have staff accommodation of approximately 20 dedicated rooms.

Most staff would be local or if not live on site those staff who live on site would not necessarily need car parking.

* 1. We will need gardeners and Garden careers full time and most likely live on site.
	We would at all times have a person or persons on duty at reception 24/7 during peak periods say Friday and Saturday nights and when conferences are booked.
	Other times we may have limited reception and at the minimum we would have a live on site manager who is on call so the hotel is managed 24/7 by a number of rostered staff.
	2. The hotel will employ approximately 50 full-time, casual and part-time staff. Whether open to the public or not the hotel will have personnel on site at all times 24/7 and or be contactable.
		+ General management of the hotel to ensure that guests do not cause any disturbance to the other amenity of fellow guests or nearby neighbors;
		+ Receiving and organizing bookings of guests and ensuring smooth arrivals and departures;
		+ Daily cleaning and maintenance of common areas;
		+ Cleaning and preparation of vacated room in readiness for the next guests;
		+ Maintain register of check-in and check-out of guests;
		+ Assist guests as required;
		+ Emptying of communal area garbage bins;
		+ Arranging for the collection of garbage and recycling bins;
		+ Replacement of light bulbs and other incidentals; and
		+ Liaison with hotel management and tradesmen regarding general maintenance, damage or breakdown of any facility, fixtures or equipment including gas, electricity and water supplies.
	3. Clean linen will be delivered to the hotel twice a week by a commercial linen provider, and used linen removed. Deliveries occur during normal working hours. Clean linen will be stored, within the hotel and available to guests. The linen is usually owned and maintained by the commercial linen service provider.
	4. A communal, coin-operated laundry is to contain sufficient commercial washing machines, commercial dryers and sinks. An iron and ironing board will also be stored in the laundry.
1. **GUEST ARRIVALS AND DEPARTURES**
	1. All guests will receive an information email prior to arrival that details directions to the property, public transport, services, general information about the local area, and a map of the local area. Hotel rules are also provided or available on the website or at the premises.
	2. Check-in is generally after 2:00pm daily and check-out is at prior to 10:00am each day or as arranged depending on access and availability. Depending on the availability we would stagger check-ins and checkouts where possible to elongate the checking and checkout times so as to not have peak and low times as prolific.
	3. A key safe or automated check-in kiosk will be provided for after-hour guest arrivals if the reception is not manned. To facilitate opening of the hotel or its different accommodation we will have an after-hours key pick up system in place.
2. **EMERGENCY, FIRE SAFETY AND SECURITY MEASURES**
	1. Internal signage indicating contact numbers, emergency contact numbers for essential services such as fire, ambulance police, and emergency contact numbers for utilities such as gas, electricity and water shall be provided to all common areas and individual hotel rooms.
	2. A landline telephone will be provided for residents to ring emergency services in the event of an emergency, from the ground floor common areas.
	3. Back to base fire alarms are located in every room and comply with AS1670-1986, or as required.
	4. Fire safety provisions including emergency evacuation procedures will be installed in accordance with Council's requirements. A notice outlining fire evacuation procedures, including automated SMS to staff members and fire brigade in the event of a fire, will be posted in each hotel room and all common areas.
	5. Compliant AS1670-1986 monitored automatic smoke detection system is installed and maintained throughout the building.
	6. Keys for security entrance doors shall be made available to essential services, such as Fire and Rescue NSW in event of an emergency.
	7. The allocation of key cards to guests on arrival will ensure that security within the hotel is maximized. Each guest will have a key lock entry to an individual room and the front door.
	8. Security of the common areas, hallways and outdoor areas, will be managed through infrared CCTV to monitors and record all movement. The online CCTV system is recorded and stored every two-week period. Guests are notified of the monitors upon arrival to deter any unsafe behavior.
	9. Lighting will be provided at the ground level and throughout the common areas and sensor security lighting will be provided to the exterior entry and path.
3. **WASTE MANAGEMENT**
4. Waste management will be managed by a contracted trade waste collection service.
5. Bin sizes are standard commercial bins available at the time and will include separate garbage and recycling bins.
6. Frequency of collection will be no less than weekly but most likely 2 times per week or as frequently as bins fill up or required.
7. **BUILDING AND GARDEN MAINTENANCE**
8. Upgrading and maintenance works will be undertaken in accordance with the Heritage Impact Statement/any other reports to be referenced.
9. The hotel shall be maintained in compliance with the relevant BCA and fire safety controls, including required internal inspections of all fire equipment.
10. Cleaning of the common areas will be undertaken to a professional standard daily.
11. The landscaping on site will be appropriately maintained, with weekly maintenance in summer and monthly maintenance at other times of the year.
12. **STANDARD ROOM FURNISHINGS**
13. Standard room furnishings include the following:
	* + A King, Queen, Double or single beds with pillows and blankets/quilts;
		+ Wardrobe with hanging space and drawers;
		+ Desk and chair
		+ Television.
		+ Stocked Mimi Bar and Fridge
14. Additional room furnishings are included on request:
	* + cot;
		+ additional bed;
		+ twin bed configuration;
		+ linen; and
		+ towels / pool towels.
15. Air Conditioning will be designed in consultation with an Air Conditioning Expert and will comply with Noise Legislation and Council requirements. Air conditioners will be less than 5db above ambient noise. The air conditioning units will be located within the external north-eastern side passage at ground level.
16. **DELIVERIES AND LOADING/UNLOADING**
17. The linen service provider will deliver clean linen and collect soiled linen twice a week by arrangement with hotel management.
18. All other suppliers will deliver to loading docks during business hours and use the commercial access roads.
19. **IN HOUSE DINING / CAFÉ**

a) Approximately 80% in house guests dine within the hotel’s restaurant. We would expect local and daily visitors to dine within the café on site also.

b) The existing dining room internally can accommodate up to 100 guests, mid-week use can be used by those attending on site conferences.

1. **EVENTS / CONFERENCES**
2. Majority of current events travel in cars or bus drop offs. Personal and Business events are often car pooled, therefore 3-5 guests arriving by one car. There is also the option of train travel.
3. Weekend trade is the most common with weddings taking up Friday and Saturday evenings, majority weddings guests staying 1 night only. We advise these guests to adhere to check in procedures and policies, from 2pm and departure 10am. This can then leave the building to accommodate to daily visiting traffic comfortably. Sunday and Monday evenings are very low occupancy, which also helps with trade waste collection.
4. We expect the new hotel will appeal to group bookings and conferences/short stays and these rooms will be tailored to these stays. The existing building will most likely still appeal for personal functions ana events, Private Dining and public dining.
5. **HEALTH CLUB / POOL / SPA**
6. Opening hours should be 7 days, hours 8am to 8pm on Saturdays and 8am to 5pm Sundays. Likely to be managed by a dedicated operator. We would say 80% of patrons will be from the hotel, possibly weekend packages including spa treatments. Mid-week use would be by conference patrons.
7. There will be ample parking available with direct accessible access from carpark to pool/health club for any patrons that chose to book into the health club.
8. The Health club/Pool/Spa will be made available to the public. Th public may have access to the carpark also. We envisage the public will chose to use the Health club during the week when the hotel is operating in quieter mode.
9. **AMPITHEATRE / PETTING ZOO / MUSEUM**

These again will be frequented by in house guests and any daily visitors that may wish to dine at the café and take a walk amongst the grounds. These are additional attractions to the hotel and any event within the Amphitheatre would be attended by in house guests.

1. **ARTIST IN RESIDENCE**

The existing cottage will be renovated for sue for an artist in residence program. We will have guest artists visit and stay to create works of Art and Sculpture.

1. **REVIEW OF RULES**
2. The Hotel rules, which are contained in the Appendix A, will be reviewed annually or earlier should the need arise.

**APPENDIX A: HOTEL RULES**

**THE ROBERSTON HOTEL RULES:**

The Hotel Rules stipulate the management and operation of the hotel. The rules are as follows:

1. Check-in from 2:00pm on the day of arrival.
2. Check-out is prior to 10:00am on the day of departure.
3. Rooms are serviced daily.
4. Laundry facilities are available to guests between 6:00am and 10:00pm. Laundry must not be left in the machines or the laundry.
5. Food must not consume or stored in bedrooms unless room service is provided or there are kitchen facilities available.
6. Extra guests beyond sleeping positions are not permitted without the prior approval of management.
7. Visitors of guests must not arrive before 8:00am and must depart by 9:00pm.
8. The outside areas must not be used by guests and/or their visitors between the hours of 10:00pm and 7:00am weekdays, and 10:00pm and 8:00am on weekends/public holidays.
9. Noise is to be kept to a minimum to avoid disturbance to other guests and to our neighbors. If it can be heard outside the room, it is too loud.
10. Amplified music is not permitted in the outside areas by guests.
11. Outdoor areas are to be kept tidy, outdoor furniture is to be returned to undercover areas and any rubbish placed in bins.
12. Guests are responsible for their personal effects and personal safety.
13. Guests who do not comply with the above rules and/or cause nuisance or offence or other impacts to other guests or neighbors will be asked to leave immediately.
14. Any damage caused by a guest or a guest’s visitor to hotel property is the financial responsibility of the guest.
15. For the comfort of guests, infrared Close Circuit TV (CCTV) is used to monitor building hallways, communal rooms and outdoor areas.
16. Acceptance of these rules is a condition of staying at Boutique Hotel. Your booking constitutes an acceptance.