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## Accommodation Management Plan – Bali Hai

This Accommodation Management Plan (the "Plan") establishes a framework for the responsible and effective operation of Bali Hai, located at 292 Syndicate Road, Miallo. The Plan ensures compliance with local regulatory requirements, guest satisfaction, and the maintenance of the amenity of surrounding properties. It includes detailed protocols for guest behaviour, safety, property management, and environmental considerations.

### 1. Contact Information

**Accommodation Manager:** Executive Retreats  
**Contact Number:** 07 4098 1418 or 0407 966 038  
**Email Address:** [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au)

The Accommodation Manager is the primary point of contact for guests, neighbours, and authorities. The Manager will:

- Be available 24/7 for emergencies, complaints, or operational issues.
- Regularly monitor compliance with the Plan.
- Act promptly to resolve any concerns raised by guests or the local community.

### 2. Maximum Occupancy

- The maximum number of guests allowed on the premises at any time is 14, including adults and children. Guest Occupancy will be managed through the booking system which will permit greater than 14 guests.
- Exceeding this limit is strictly prohibited and may result in eviction and penalties.
- Events or gatherings involving additional visitors must be pre-approved by the Accommodation Manager and comply with Douglas Shire Council regulations.





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### 3. Noise Control and Behaviour

- **Quiet Hours:** Strictly enforced from **10:00 PM to 7:00 AM**.
- **Noise Restrictions:** No amplified music or disruptive noise is allowed at any time. Outdoor areas must be vacated by **10:00 PM** unless explicitly authorised by the Manager.
- **Behavioural Standards:**
  - Guests must respect the privacy and comfort of neighbouring properties.
  - Guests are required to respect the privacy of neighbouring properties by refraining from exploring beyond the Bali Hai grounds. This ensures that the privacy and peaceful enjoyment of the neighbouring properties are maintained.
  - Any complaints from neighbours will be taken seriously and addressed immediately.
  - Aggressive, illegal, or otherwise inappropriate behaviour will result in immediate eviction without refund.

A copy of the **House Rules** will be provided to guests at check-in, and they must sign an acknowledgment of these rules.

### 4. Parking and Transport

- **On-Site Parking:** A maximum of 7 vehicles is allowed on-site, with all vehicles parked in designated spaces.
- **Transport Services:** Shuttle services to local attractions or the airport can be arranged through the Accommodation Manager.
- **Traffic Management:** Guests are encouraged to carpool or use provided transport services to reduce local traffic impacts.





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## 5. Waste and Recycling Management

- Waste bins for general waste, recyclables, and organic waste are provided and clearly labelled.
- Guests are expected to sort waste correctly and dispose of it in the appropriate bins.
- Regular collection schedules will be maintained to prevent overflow and odours.
- Hazardous Waste: Guests must not dispose of hazardous materials (e.g. chemicals) in the bins. Safe disposal instructions will be provided in guest materials.

## 6. Food, Beverage, and Event Services

- Guests may prepare their own meals in designated kitchen facilities. Cooking is not permitted in bedrooms or other non-kitchen areas.
- Catering services for events must be arranged in advance with the Accommodation Manager. These services will comply with food safety regulations and Douglas Shire Council event requirements.

## 7. Environmental and Sustainability Initiatives

Bali Hai is committed to minimizing its environmental footprint through:

- **Water Conservation:** Guests are encouraged to minimise water usage. All taps and fittings are water-efficient.
- **Energy Efficiency:** Energy-efficient lighting and appliances are used throughout the property. Guests must turn off lights, air conditioning, and other devices when not in use.
- **Wildlife Protection:** Guests must not feed or interact with local wildlife to protect native species.







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## 8. Guest Safety and Emergency Management

- **Emergency Procedures:**
  - Evacuation plans are displayed in all rooms and communal areas.
  - Guests will receive safety instructions upon check-in, including fire exits and emergency contact numbers.
- **First Aid:** A well-stocked first aid kit is available on-site.
- **Weather and Flood Events:**
  - The Manager will monitor weather forecasts and notify guests of potential risks.
  - If evacuation is required due to severe weather, guests will be assisted in relocating to safe accommodation.

## 9. Access Control and Security

- **Property Access:**
  - Entry is restricted to registered guests and pre-approved visitors.
  - Security cameras are installed in common areas and entry points to monitor activity (excluding private areas).
  - Access to Bali Hai is via an easement over private property. Guests must drive responsibly to avoid causing damage to the road or disruption to neighbouring properties.
- **Locking Systems:** All rooms are equipped with secure locks, and guests are provided with keys or access codes.
- **Incident Reporting:** Guests must report any security concerns or incidents to the Manager immediately.





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## 10. Surrounding Farming Operations and Land Management

Guests will be advised that the property is located within a rural and farming locality, where agricultural activities are part of the surroundings. As such, they should expect occasional noise from machinery, animal management activities, and other farming operations, which may include the use of working dogs and, at times, gunshots for animal control. These activities are typical of rural areas and contribute to the region's character and operations.

## 11. Compliance with Local Regulations

- Bali Hai operates in accordance with the Douglas Shire Planning Scheme 2018, Development Permit CA 2024\_5653/1 and all applicable Local Laws.
- Any non-compliance with this Management Plan will be addressed promptly to ensure ongoing adherence to council requirements.

## 12. Maintenance and Repairs

- The Manager will ensure the property is well-maintained and all facilities are in working order.
- Guests are required to report maintenance issues immediately to the Manager.
- Regular inspections will be conducted to identify and address wear and tear.

## 13. Pets and Smoking Policy

- **Pets:** Pets are not permitted on the premises unless pre-approved by the Manager for specific circumstances.
- **Smoking:** Smoking is strictly prohibited indoors and in communal outdoor areas. Designated smoking areas are provided, and disposal of cigarette butts must be in provided receptacles.





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#### 14. Communication and Feedback

- Guests will receive a welcome pack with important contact details, property rules, and local information.
- Feedback forms are available, and guests are encouraged to provide suggestions for improving their stay.
- The Manager will regularly review feedback to enhance the guest experience and address any recurring issues.

#### 15. Plan Review and Amendments

This Management Plan will be reviewed annually or as required to address operational changes or feedback from guests and neighbours. Amendments to the Plan must be approved by the Chief Executive Officer.

#### 16. Enforcement of the Plan

- All guests and staff are required to adhere to the provisions of this Plan.
- Non-compliance will result in enforcement actions, which may include eviction of guests, staff disciplinary actions, or penalties.

#### Contact Information

For any inquiries or concerns, please contact: Executive Retreats

Contact Number: 07 4098 1418 or 0407 966 038

Email Address: [info@executiveretreats.com.au](mailto:info@executiveretreats.com.au)

By adhering to this Management Plan, Bali Hai ensures a safe, enjoyable, and responsible accommodation experience for all guests while respecting the local community and environment.

