

Prior to arrival

- Obtain **Terrace House Keys** from Heathgrove or alternatively arrange for the house to be left open just before activity (Contact Julie Wiseman on 0422 868 023). The code for when the house is alarmed is 2303 then press OFF.
- If internal publications and other books are required for the activity please contact Heathgrove at least a week before the activity so we can arrange for this.
- Explain to all guests that parking is only at the back in Butterworth property.
- As much as possible make sure that all activity participants (including numeraries) have registered and provided diet information if needed.
- Check with Julie Wiseman about the style of service which will be provided for the activity.

First Night

- **All keys to all three properties** are kept in Bendigo in cupboard behind the desk.
- **Announcements to Guests:**
 - Explain fire emergency signs, evacuation plans & assembly locations, indicate position of fire hoses and extinguishers, etc. Explain about the information card on their beds.
 - Explain keys procedure for Butterworth- one set of keys to be kept in back entrance corridor on top of chinese black cupboard for all house occupants to share.
 - We normally only clean once a week; if anything is needed, ask the persons in charge or check for supplies in the cupboard next to Walhalla Room.

First Morning

- **Leave in dining room the following things:**
 - timetable
 - room distribution
 - any diets not already indicated
- **Ring through the internal phone at 9.30am with meal numbers and any other comments/ requests.**

Second Last Day

- Please ask Guests to strip beds on the last morning; **Please remove only 2 white sheets & pillow case.** Leave on the floor in a neat pile.
- The brown sheet, doona and blanket can be left on top of the bed for staff to make the beds when they come for change-over.
- Please leave towels hanging in the bathrooms.

Last Day

- Check that all windows are securely locked; blinds are down and all air conditioning units are off.
- Check chapel is ready for next activity (tidy, candles are full of oil and remove flowers)
- Lock all doors and patio doors
- Alarm property - 2323 and then press ON.
- If needed, arrange for books and other items to be returned to Heathgrove.
- If required, please put bins outside on the road. Bins will be collected on Wednesday morning.