

Check in Procedures / After Hours Arrivals

Before check ins:

- Log in to Venuelife – can use own account or shared log in details below:
 - Username: **roonkacamphost@gmail.com**
 - Password: **BuiltByVolunteers1972#**
 - Authentication code: Check “Authenticator” app on either the caretaker phone or Ipad – enter the code
- Check which bookings are checking in today and important notes
 - Each Friday we print a summary of bookings with relevant notes
 - 1 copy stays at reception, 1 copy stays at the boat shed
 - Checked in guests will be ticked on the reception copy
 - You can open bookings on Venuelife to check for more details

When a guest arrives:

- Greet guests
- Get their check in sheet – **check if any relevant notes** at the bottom of the check in sheet (eg payment on arrival)
- Bring up their booking on Venuelife (search by booking number or find on calendar)
- If they are early – check if the cleaners have finished. If not, advise the guest when the accommodation will be ready for them and what they can access in the meantime. Complete the rest of the check in process
- Have the guest:
 - Check their details are correct including **number of guests** and **phone number**
 - For large groups, get a second contact and number as well
 - If number of guests has increased please update the **final numbers** in Venuelife - separate “individuals” (over 5 y/o) and “under 5s”
 - Read and acknowledge the **site rules** and **check out time**
 - Sign the check in sheet
 - Complete **guest list** on the back of the sheet – unless already uploaded to Venuelife
 - They should list all guests, including noting under 5s and **accommodation type** (if multiple facilities booked).
 - **SCOUT GROUPS:** Ensure A5 has either been uploaded to Venuelife or given on arrival. This replaces the participation agreement. This is a requirement for them to stay at Roonka – if they do not have an A5 they will need to do the participation agreement as below.
 - Ensure **each adult** (over 18) completes **participation agreement** if not already done in advance
 - They can scan the QR code using their own device (if they have phone signal)
 - They can use the ipad – 1 person at a time
Note the iPad has wifi only and won’t work if too far away from cottage

- Paper form – only as a backup if required, electronic is preferred
 - They are prompted to do this online ahead of time – if they say they have done it already you can take them on their word, no need to verify
 - **Note that youth (under 18) no longer need to be on the form**
- If a payment is required for extra guests, kayak hire etc:
 - Add a note into Venuelife booking with a brief description eg:
 - “\$25 eftpos paid – kayak hire”
 - “\$32 cash paid – extra guest 2 nights”
 - **You do not need to create an invoice**
- Take the guest through the site map and safety info/site expectations
 - Give them a map
 - Show them where to find their site
(Escort them to their site if required)
 - Point out toilet/shower blocks and camp kitchen
 - Give them a rundown of activities
 - Explain sit on top kayaks are to remain at the billabong
 - Let them know they can come to you to hire watercraft and explain process if they are interested
 - Explain drinking water taps (don't drink from purple taps)
- Provide any keys for their booking
- Ask if they have any questions
- Mark them as checked in in Venuelife
- Tick them on the booking summary list at reception
- **Fit them for life jackets** (unless they have their own)
 - If busy with check ins, suggest a time for them to come back
 - Advise a **life jacket is required for any water activities**

Walk-ins (no booking):

- *There should not be many of these*
- Have them fill out their details on a blank check in sheet
 - Name
 - Phone number
 - Numbers
 - Dates
- Most of the procedure as normal
- Write them on the bookings summary list(s)
- Please leave a note in Venuelife under the camp host “booking” for the weekend with details about the walk in including name, phone number, payments, kayak hire, life jackets etc.

Guest arriving after hours:

- For either
 - Camp hosts are arriving later than 5pm
 - At 4:30pm **Mark** to treat remaining guests as after hours, complete below process
 - Camp hosts are no longer doing check ins for the evening
 - **Camp hosts** to complete below process
 - Depending how many there are, allow appropriate time prior to finishing for the evening
- Check who has yet to arrive on the list
- Fill out “**After-hours Arrival**” slip for each booking
 - Write surname, booking number and accommodation
 - Mark their site / booked facilities on a map
 - If keys are required (building or bell tent) put them in an envelope
 - Staple together with the slip on the front
 - **Do not** include check in sheet
- Leave completed after hours arrival packs in the labelled box on the reception counter
- Check in with them in the morning (if they do not come to you) to complete the rest of the check in procedure – as early as is reasonable