

Guest Check-outs / Before you Leave

Check outs:

- Standard **check out is 10am** – with guests welcome on site until 12pm
 - Sometimes they will have organised a late check out, as per the time listed on Venuelife, the booking summary and their check in sheet
 - You are welcome to grant extensions at your discretion if guests want to stay longer and you are happy to remain on site
- Ensure that guests have **checked out, returned keys** and any **equipment borrowed**
- **Finalise any payment** for extra guests, accommodation or equipment hire wherever possible **prior to the guest's departure**
 - If there is something outstanding and the guest has left, leave a note in Venuelife (or note on check in sheet if needed)

Before you leave:

- Unless they are staying overnight, **all guests should have departed before you leave**
 - Remind guests when they need to be offsite if required in the morning – allow yourself time for your checks etc.
 - **If guests are staying overnight and you are leaving:**
 - Inform the guests
 - Let them know they can call the emergency number
 - Tell them if/when a new camp host will be up
 - If they are leaving on a day there will be no camp host – ensure everything is finalised and returned to the best of your ability first
 - Let them know what to do with life jackets etc. before they leave
- **Check life jackets and watercraft have all been returned**
 - Check whiteboard and booking summary print out in the boat shed
 - **Loosen straps** of life jackets and **check for damage** as you put them away
 - Remove notes from the whiteboard when returned and checked
 - Cross off notes on the booking summary print out in the boat shed as things are returned
 - If any are missing or damaged, leave a note in the relevant booking in Venuelife (or note on check in sheet if needed)
 - Note damaged life jackets (not fit for use) on whiteboard
 - Notify Simon of any damaged watercraft
- Turn off and lock up Riverslide + Flying fox
- Collect and lock up sit-on-top kayaks at the billabong
- Empty all bins
- Log out of Venuelife
- Clean up camp host cottage, lock up
- If anything is not completed, notify Simon
- Lock gate – unless guests still onsite