

# Accommodation Recommended Code of Conduct



**Please take the time to have a read through our recommended house rules – we strongly suggest that you share these with your group.**

Please keep noise to a minimum between the hours of 10:00pm and 07:00am inside your accommodation.

Please be respectful and courteous to any other guests inside the property, and to all accommodation staff you encounter.

## Premises Respect

- Please use the bins provided for any rubbish.
- Do not throw anything out of the windows.
- Please remember to switch lights off after use.
- Please turn any taps off after use.
- Please do not use towels as floor cloths or to mop up spillages.
- If an accident should occur, please inform the hotelier so they can take the appropriate steps to deal with the issue.
- Please keep external doors closed when entering and departing from your hotel.
- Please do not run or push in the corridors
- Please avoid playing with the windows.
- Please do not slam the doors or try to push them open. The doors are quite often fire doors and are costly to replace.
- We recommend avoiding using balconies if your property has them.

## In the Bedrooms

- Please do not remove bedding from your beds.
- Respect the room as you would your own.
- Please do not jump on the beds.
- Please do not move furniture around in the rooms.
- Please ensure that rooms are left as tidy as possible before leaving each day, so that accommodation staff can carry out their cleaning duties.
- No graffiti or stickers are allowed on the walls or furniture.
- Rooms should be locked at night, and when leaving for the day.
- Please do not leave any money or valuables in the room, unless stored in a safe (if available).
- We recommend that group leaders have a daily check of rooms where possible. Why not try and implement a daily reward system?
- Any damage should be reported to the hotelier.
- We recommend checking the condition of all rooms on arrival and making a note of any issues and passing this to the hotelier. Please note, the group leader is held responsible for any damage caused by their group, and any damages must be resolved with the hotelier prior to departure.
- We ask that teachers refrain from running a tuck shop from their rooms.
- For safety reason, multi-way plug sockets and extension cords are strictly prohibited.

## In the Dining Room

- Please ensure that your group is seated in a way that all children can be efficiently supervised by their teachers where possible during mealtimes.
- Children are encouraged to remain seated during mealtimes. It can also be helpful for everyone to keep the same seats during your stay so that hotel staff can easily recognise those with dietary requirements.
- Any special meals (vegetarian, etc) and packed lunches (if applicable) will have been organised before the group's arrival. We kindly ask that, at the beginning of the stay, these are all reconfirmed by the group leader with the hotelier (and Equity Representative if applicable) to ensure that each member of your group is catered for appropriately.
- Foreign cuisine might be a new experience for some members of the group. We kindly ask group leaders to encourage children to try tasting the meals.
- If the food is not to the liking of your group, please take time to resolve with the hotelier and find a meal plan that works for all.
- Please do not openly eat food bought from outside the premises in the communal areas or bedrooms. Our hoteliers have bars and snacks available for your group to purchase; these are usually cheaper than external shops, so we encourage groups to purchase from inside the hotel.
- We strongly advise that your groups avoid eating and drinking in their bedrooms. This is the main cause of most damage to walls, bedding and mattresses. We know that can be a difficult thing to enforce – especially when children are on holiday and want to enjoy themselves. If they must snack, please request that they remain respectful of their surroundings, throw rubbish in the bin, and be discreet.