

# Accommodation & Guest Guidelines

## Host Accommodation Standards

### Sleeping Arrangements

- Provide clean, freshly laundered bed linens and pillowcases
- Ensure mattress is in good condition with no visible stains
- Provide at least one pillow per guest
- Supply adequate blankets or comforter appropriate for season
- Ensure bedroom door closes properly for privacy
- Provide working smoke detector in or near sleeping area

### Bathroom Facilities

- Supply fresh, clean towels
- Provide basic toiletries: hand soap, toilet paper (well-stocked)
- Ensure shower/tub is clean with no mould or soap scum
- Provide bath mat or non-slip surface
- Ensure adequate hot water availability
- Supply tissues and waste basket
- Ensure bathroom lock functions properly

### Common Areas

- Maintain clean, clutter-free living spaces
- Provide clear seating areas for guests

- Ensure floors are vacuumed/swept and free of hazards
- Keep kitchen clean with wiped counters and surfaces
- Provide access to refrigerator space for guest items
- Ensure adequate lighting in all common areas

## **Safety & Accessibility**

- Ensure clear, unobstructed pathways throughout home
- Provide working locks on exterior doors
- Share emergency exit routes if applicable
- Disclose presence of pets or allergens in advance
- Provide nightlight or lamp access for nighttime bathroom trips
- Ensure stairways have secure handrails if applicable

## **Climate & Comfort**

- Maintain comfortable room temperature (20-22°C)
- Ensure proper ventilation in guest spaces
- Provide fans or extra blankets as needed
- Test heating/cooling in guest room before arrival

# **Guest Conduct Guidelines**

## **Upon Arrival**

- Arrive within agreed-upon time window
- Communicate promptly if running late
- Park in designated area as instructed
- Remove shoes if requested by host
- Keep luggage in designated guest area

## **During Stay**

### **Respect for Property**

- Treat home and furnishings with care
- Report any damages or accidents immediately
- Ask before using items not explicitly offered
- Do not rearrange furniture or decor
- Keep food and drinks in appropriate areas only

### **Cleanliness Standards**

- Make bed daily or leave neatly unmade per host preference
- Hang towels to dry after use
- Clean up after yourself in kitchen and common areas
- Rinse dishes and place in dishwasher or designated area
- Wipe up spills immediately
- Use wastebaskets for all trash
- Keep personal items organised in guest space

### **Household Courtesy**

- Observe quiet hours (typically 10 PM - 7 AM, or as specified)
- Ask before inviting additional visitors
- Respect host family's schedule and privacy
- Turn off lights when leaving rooms
- Keep bathroom door closed and use exhaust fan
- Flush toilet and ensure it's functioning after use
- Limit shower time to reasonable duration (10 minutes)

### **Kitchen Use**

- Clean as you go when preparing food or beverages
- Wash or load dishes immediately after use
- Wipe down counters, table, and sink after use
- Return items to proper location
- Ask before consuming items not explicitly offered
- Take out rubbish if full

### **Communication**

- Inform host of any needs or concerns promptly and well in advance
- Provide notice of dietary restrictions before arrival
- Share daily plans if affecting meal times
- Ask questions rather than assume
- Express appreciation for hospitality

### **Before Departure**

#### **Guest Responsibilities**

- Clarify whether bed linens and pillowcases need to be stripped or place in designated area
- Place used towels in designated laundry area
- Remove all personal belongings from bedroom, bathroom, and common areas
- Check drawers, closets, and under bed for forgotten items
- Dispose of any personal rubbish
- Leave guest room neat and tidy and/or rooms occupied if more than 2 people travelling
- Return any borrowed items
- Ensure bathroom is left clean (wipe counter, check for hair)
- Turn off all lights and fans in guest areas

- Report any issues that arose during stay

### **Departure Courtesy**

- Depart by agreed-upon time
- Say personal goodbye and thank you to hosts
- Offer to help with any final tasks if appropriate timing

## **Mutual Expectations**

### **Communication**

#### **Hosts Should Provide:**

- WiFi network and password
- House rules and expectations in advance
- Emergency contact information
- Meal arrangements clarity
- Any special household considerations

#### **Guests Should Communicate:**

- Dietary restrictions or allergies
- Any accessibility needs
- Expected arrival and departure times
- Any changes to plans affecting the host

### **Conflict Resolution**

- Address concerns directly but graciously

- Assume best intentions
- Seek understanding before judgment
- Involve church leadership if needed for mediation
- Maintain Christian grace and hospitality throughout

## **Privacy & Boundaries**

- Hosts should knock before entering guest spaces
- Guests should respect host family's private areas
- Both parties should honor each other's schedules and routines
- Maintain appropriate boundaries with children in the home

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