

BEHAVIOUR POLICY – 19 STATION ROAD, HENLEY ON THAMES RG9 1AT

<u>TYPE</u>	<u>EXAMPLE</u>	<u>POLICY</u>
<b><u>UNACCEPTABLE BEHAVIOUR</u></b>	<ul style="list-style-type: none"> <li>• LOUD ARGUMENTS</li> <li>• TV, ETC - TOO LOUD</li> <li>• LOUD NOISES AFTER MIDNIGHT TILL 7.00 AM</li> </ul>	<p>Apartment Manager, who has full authority to manage the apartment: -</p> <ol style="list-style-type: none"> <li>1. requests behaviour ceases</li> <li>2. if unsuccessful, informs Owner by phone and issues 5 minute warning to Guest</li> <li>3. Owner attends and informs Guest he is calling the Police in 5 minutes</li> </ol>
<b><u>DAMAGING BEHAVIOUR</u></b>	<ul style="list-style-type: none"> <li>• DAMAGE TO ANYTHING</li> <li>• BRINGING MUDDY FOOTWEAR INSIDE THE ACCOMMOATION</li> <li>• PUTTING ANYTHING OTHER THAN WC PAPER DOWN THE WC</li> <li>• PUTTING ANY FOOD DOWN THE KITCHEN SINK</li> <li>• LEAVING INNER HALL DOOR UNLOCKED</li> <li>• ALLOWING CHILDREN OR PETS TO BE OUT OF CONTROL</li> </ul>	<p>Apartment Manager, who has full authority to manage the apartment: -</p> <ol style="list-style-type: none"> <li>1. Photographs the Damage and emails the photos to the Owner and phones Owner</li> <li>2. Owner estimates probable cost of repair</li> <li>3. if the Guest is still staying, Apartment Manager informs him of the Damage and attempts to negotiate a cash payment based on the probable cost of repair</li> <li>4. if Guest has left Apartment Manager will do 3. above by phone</li> <li>5. If negotiations with Guest unsuccessful, Owner uses booking Agency system to attempt to recover damage cost</li> </ol>