

Ohana Neighbourhood Impact Reduction Plan

Booking Process & Confirmation

Ohana has a very in depth process when it comes to accepting or declining guests wanting to stay in our properties. Below is an insight to this process:

- The guest requests to book a stay.
- Ohana looks into the guests booking history. This is to see if they've stayed in our properties before and what their ratings are as guests in Airbnb properties. The guest are sent a copy of the house rules* to read through in advance so they are aware of the expectations.

Guests are also asked if they tend to have any extra guests arrive during their stay as ALL guests need to be pre-approved before the stay.

All extra guests are asked to leave by 10pm.

- Ohana then accepts or declines the booking.
- On acceptance, guests are sent the house rules* to accept or decline before confirmation of the stay.

Pre Arrival

Once the house rules* are accepted and the guest has confirmed the stay, they are then required to fill in a pre-arrival form that is attached to the reservation.

Guests are asked:

- What is the occasion for their stay
- Average age of guests for their stay
- Do they agree to the no party and noise policies?
- An additional phone number for another guest
- Guests are also informed of the parking availability for each property respectively, whether that is on-site parking, on the road or in paid parking areas as needed.

Guest details from the pre-arrival form are entered into the decibel monitoring system. The Ohana team then assess the guests staying and the property for any potentially high risk guests*.

*House Rules, High Risk Guests & Disruptive Guests & Strategies can be found on page 2.

Arrival

Ohana uses a video doorbell monitoring system as well as a decibel reader in all properties. These devices are all external to the property.

- Video Doorbell Monitoring
On arrival, the Ohana team is tracking the amount of guests arriving at the property through the video doorbell to ensure there are no un-approved additional guests arriving for the duration of the stay.

Any guests that have been deemed high risk* are monitored very carefully over the stay and neighbours are always advised to inform Ohana of any suspicious activity or excessive noise levels that may occur at the properties.

Before 10pm

All our properties have a decibel limit of 80db before 10pm. Our noise policy works in threshold stages.

- Threshold 1
The Ohana team and the guests are sent an automated message via Airbnb about the noise level exceeding 80db and that it needs to be reduced.
- Threshold 2
If the noise were to continue, the Ohana team would personally message the guests and the additional guest number to ensure the guests are receiving the messages.
- Threshold 3
If the noise level were still not reduced by the 3rd threshold, a call is put through to the guests about the noise and, if needed, noise control can be contacted.

After 10pm

All our properties have a decibel limit of 60db after 10pm. Our noise policy works in threshold stages.

This threshold works the same way and is strictly enforced and monitored closely if any excessive noise were to occur as Ohana have a strict 'no loud noise after 10pm' policy. Any disruptive guests* will be reviewed after their stay.

House Rules

Ohana has very strict rules in place for our properties. This is to ensure the noise levels are not excessive, our neighbours are happy and our guests are safe.

- No loud noise outside after 10pm.
We are in residential areas and we have asked our neighbours to let us know about the noise. If you don't think you can honour this, we ask you not to book. There is a \$250 fee if Ohana or the neighbours have to call noise control.
- No large gatherings
Any gathering without prior approval will result in an immediate cancellation, with no refund. There may be an extra fee for extra guests if approved.
- The spa is off-limits at 10pm
This is out of respect for our neighbours and in-line with our noise policy.
- Car parking availability
Vehicles are to be parked in the designated parking areas only. Any illegally parked cars are subject to towing. Applicable fines/towing fees are the sole responsibility of the vehicle owner.

High Risk Guests

High risk guests are closely monitored over their stay and are checked on hourly until 1am.

High risk guests are defined by:

- Group Size
- Rental History
- Occasion for the Stay
- Guests Age
- Property Location

Disruptive Guests

Disruptive guests are anyone with large, un-approved gatherings or those that cause excessive noise throughout their stay.

They are reviewed very harshly on departure and all our messages/contact with the guests are kept on record for if they were to book again in the future - Ohana then has a detailed rental history to use when assessing them for the possible future booking.

Disruptive Guest Strategy

Our disruptive guest strategy is a 4-step process. If at any point during the stay - the decibel limit is crossed, excessive guests (approved or un-approved), or neighbours message/call Ohana directly - this is the process we follow:

- Step 1
A message is sent via the Airbnb messaging app to notify the guests of the disturbances and any actions required to remedy the situation.
- Step 2
If the guests don't respond or fail to adjust to the guidelines in place, a follow up message is sent personally from Ohana to re-inform the guests of the disturbances and the necessary actions the guests are required to take.
- Step 3
If the guests still have not responded or taken the necessary actions by this stage, Ohana calls the guests directly. They are notified of the prior contact attempts and are informed of a possible eviction if no immediate actions are taken.
- Step 4
If the guests fail to respond or action anything from the last 3 steps, the Ohana team will begin the eviction process with the guests.