



Services Brochure

Committed to exceptional service and the highest quality care for owners, properties and guests on Hamilton Island.

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1. Services overview

Immaculate Island Services generally provide a fixed price property service for our owners on Hamilton Island.

Our fixed price is per booking and is inclusive of:

- Full clean and check of the property
- Provision of professionally laundered premium grade linen, towelling, pool towels and tea towels
- Essentials and Amenities for the property
- Replacement of light globes (below 3m) and remote batteries when required
- Clean and wipe down or wash buggy before each booking
- Final property inspection and ambience check by our Property Manager prior to guest arrival
- Full valet arrival and departure service

The following additional services are also available from Immaculate:

- Property maintenance
- After hours call-outs
- Buggy drops for service and safety checks and roadworthy
- Gas bottle refills
- Deep clean (spring clean) and inventory
- Steam cleaning
- Pressure washing
- Purchase of beds (Sealy Posturepedic) and bedding (Actil/Sheraton) at wholesale prices
- New furniture collection and set-up

Immaculate are your on-island property managers and as such we are happy to help out with any other additional requirements wherever we can.

2. Cleaning

Post-guest property check

Within 48hrs of guest departure, our team go through the property and complete a property check to assess cleanliness as well as any damage or breakages. We will notify the booking agent within 48 hrs if the property is left unacceptably dirty (dishes, rubbish, BBQ etc) or there is any damage to the property. This enables the booking agent to garnish bond money from guests for additional cleaning or repairs.

If there are more than 4 days between bookings, we generally break the cleaning services into two parts as follows:

Partial clean

Within 48hrs of guest departure, our team will go through your property and complete a partial clean. This includes:

- Strip and count all linen and towelling and remove from property
- Remove rubbish from all bins and sanitise bins and bin area
- Clean and sanitise all bathrooms
- Check all light globes (including bedside lamps)
- Check for any breakage or maintenance issues
- Check barbeque is clean
- Check oven, griller and microwave for leftover food
- Check dishwasher for dishes
- Check washing machine and dryer for clothes
- Check cupboards, fridge and freezer for foodstuffs and remove from property
- Check for any lost guest belongings
- Check remotes, TV's and DVD players are all working

Final clean

Within 48hrs of incoming guests arrival, our team will complete a final clean. This includes:

- Remove any cobwebs and wipe down ceiling fans
- Wipe down and remove marks from all interior walls
- Dust, wipe down & clean all ledges, railings, benches, tables and other surfaces
- Wipe down and clean all electronic equipment (TV, DVD, CD players) and remotes
- Bathrooms thoroughly cleaned, including all mirrors and glass screens
- Refrigerator, stove, oven, microwave & dishwasher cleaned internally and externally
- Kitchen benches, cook top, range hood, sink and taps scrubbed and polished
- Vacuum all couches and cushions
- Shake floor mats to remove any dust or rubbish
- Vacuum and clean all door and window tracks
- Wipe out cupboards and wardrobes in all bedrooms
- Configure and make beds and ensure proper bed presentation
- Wipe down laundry cabinets, washing machine and dryer and clean lint filter
- Clean and wipe down all outdoor furniture
- Remove all bird and animal droppings from outdoor areas
- Clean all glass windows, doors and balcony surrounds inside and out (where possible)
- Dust and damp wipe all skirting boards
- Vacuum all indoor floor surfaces (including under furniture)

- Sweep all external floor surfaces
- Hose down outdoor balconies where appropriate
- Mop all interior and exterior hard floor surfaces
- Ensure all Essentials, Amenities and tea towels are provided
- Check all lights, ceiling fans, air-conditioners, TVs and associated remotes are working
- Check and clean front door and all interior door handles
- Check and clean property buggy ready for guests (may require a full wash)
- Ensure property buggy is plugged in and charging correctly
- Team Leader or Property Manager completes final check of property and signs off

Doing two cleans (a partial and a final clean) ensures proper hygiene, lower wear and tear and a better standard of cleanliness for the next guest arrival.

Ambience check

Our Property Manager will usually conduct a final ambience check in the hours before guests arrive. This is done to ensure the property is sparkling and presented as best as possible. The air-conditioning will often be turned on so the property is cool when the guests walk in.

Deep clean (spring clean) and inventory

We recommend all properties have a deep clean and inventory check approximately every six months. These are usually carried out in conjunction with a standard clean and may take twice as long to complete. This is the opportunity to defrost fridges, deep clean dishwashers, BBQ's, toilet cisterns, spa baths, deep scrub tiled surfaces, steam clean carpets and rugs and go through all kitchen items. A full inventory is done by the Property Manager and recommendations given for anything that needs updating or replacing. Immaculate will always contact owners for approval before doing a deep clean and inventory.

Some owners prefer to come up to the property to conduct their own deep clean and inventory. When this is the case we can make ourselves available to work in with clients and help out where required.

Back-to-back Bookings

If the property is 3 bedrooms or larger, we do not recommend same day back-to-back bookings. The reasons for this are:

- There is insufficient time to clean and check larger properties properly between 10.00am and 2.00pm. This leads to poor standards for guests.
- Wet floors and surfaces from recent mopping and cleaning present an OH&S issue for guests as well as not presenting the property in the best light.
- Outgoing guests will almost always drive the buggy around in the morning before departure. Therefore buggies invariably are not fully charged and are likely to be run-flat by incoming guests who are keen to see the island on arrival. Having the extra night between bookings to fully charge saves on buggy maintenance and repair.
- Back-to-back bookings remove the flexibility of a later checkout for larger groups who do not want to wait at the airport all day with their luggage if they have an afternoon flight.

3. Valet service

Our valet fleet consists of a 10 seater Commuter bus, 2 x 6 seater buggies (with luggage trailers) and 2 X 5-seater APV vans. The advantage of having these various vehicles is that we are generally able to transfer guests without having to use the property buggy. It is not ideal to have valets done using property buggies as it causes additional wear and tear and often incoming guests will receive a buggy with low battery charge.

Our valet vehicles also ensure guests are transferred in air-conditioned comfort on hot days or in a fully enclosed vehicle during heavy rain in the wet season.



The process we undertake is as follows:

Arrival

- Meet & greet guests at the airport or marina (with printed welcome sign)
- Transfer guests and their luggage to the property
- On arrival at the property, a thorough buggy briefing covering:
 - buggy safety and island road rules and regulations
 - buggy charging, including a physical demonstration
 - buggy damage and condition check, signed off by guest
- A property introduction to the property including rules and regulations
- Handover of property and buggy keys
- Provision of Guest Information Pack with our contact number on it
- Signature from guests on Immaculate Arrival Form confirming; that they have been briefed, they understand all buggy and property terms and conditions, and have received the keys.

Departure

- 1 day prior to departure, guests are called between midday & 7pm to confirm pickup time
- On departure, guests must ensure that dishes are washed, rubbish is out, BBQ is cleaned, air-conditioning, fans & lights are turned off. They need to confirm that nothing is damaged or missing.
- Immaculate and Guests perform a physical buggy condition check
- Guests return all property and buggy keys to Immaculate staff
- Guests and Immaculate sign off on property condition, buggy condition and key return
- Transfer guests and luggage to airport or marina
- Immaculate advise owner or booking agent within 48hrs of any buggy or property damage

4. Linen and towelling

Immaculate provides 5-star commercial grade hire linen for all our properties. This ensures guests have clean, matching, premium quality towels and linen every time. Owners do not have to regularly purchase or replace old, stained and torn items.

The standard provision for each property is:

- Top, middle and bottom flat sheets (triple sheeting) and pillowslips for each bed
- 1 bath towel per guest
- 1 pool towel per guest
- 2 hand towels per bathroom
- 2 face washers per bathroom
- 1 bath mat per bathroom
- 2 tea towels (kitchen)

All beds are stripped and made after each booking. This avoids any issues with beds that appear unused, but have actually been slept in.

Immaculate organise to launder blankets, quilt covers and other items as necessary. We recommend at least two sets of each of these to ensure there are no issues with availability for guests.

Triple Sheeting System

Most Immaculate owners use our *Triple Sheeting System*. Triple sheeting is commonly found at many luxury hotels and resorts and replaces the need for bedspreads. It is a hygienic system of changing a room, resulting in a clean, fresh bed that guests find professional and modern. Three sheets and a blanket (or quilt) are used to create the look, which can all be changed and easily laundered after each guest.

Guests appreciate the hygienic appearance and feel of the bed, and with a few simple accessories like bed runners and co-ordinating cushions, the bedrooms will have a fresh modern look. Guests also like being able to lounge on top of a bed that has a clean sheet on it rather than a blanket or bedspread that may not have been washed for the last 20 occupants.

Triple sheeting avoids owners having to purchase, replace or launder bedspreads or dooner covers. This is a significant cost saving. Wherever possible Immaculate will use triple sheeting for the property.



5. Purchasing beds and bedding

Immaculate have commercial relationships with premium bed (Sealy Posturepedic) and bedding (Actil/Sheridan) suppliers and are happy to provide quotations and purchase high quality beds and bedding items at trade prices for our owners.

This includes:

- Mattresses (Sealy Posturepedic)
- Mattress protectors
- Valances
- Pillows
- Pillow Protectors
- Blankets
- Quilts
- Quilt covers
- Cushions
- Runners

6. Essentials

Whilst we recognise properties is listed as self-catering, owners need to provide the essential items that guests should not have to purchase for the purposes of a short holiday stay.

These essentials include:

- Dishwashing liquid
- Dishwasher tablets
- Spray and Wipe
- Giant kitchen wipes
- Dish brush
- Soft scourers
- Insect spray
- Garbage bags
- Toilet paper
- Washing powder
- BBQ cleaner
- Tea Towels

Immaculate ensure that your property is fully stocked with Essentials for every booking

7. Amenities

Immaculate provide excellent quality amenities for your guests to enjoy in each of the bathrooms. They include; Soap, Shampoo, Conditioner, Body wash & Body Lotion



8. Property maintenance

Immaculate provides a property maintenance service. This is specifically for attending to the following:

- Tuning TVs and other audio visual equipment
- Replacing old or broken remote controls with universal remotes
- Replacing high light globes and small appliances such as toasters and kettles
- Fixing door handles, door knobs, broken blinds & curtains where possible
- Fixing torn flyscreens, broken shutters or stuck roller doors
- Fixing broken furniture where possible
- Other general handyman jobs

All non-urgent issues will be attended to as part of our daily maintenance rounds. No call-out fee applies.

If the issue is urgent and requires our maintenance team to drop everything and attend to the property immediately, a call out fee will apply.

If the issue requires a qualified tradesperson, our maintenance team we will refer this directly back to the owner or booking agent and recommend the appropriate trades to call.

9. After hours call-outs

Outside of work hours Immaculate receive many maintenance related requests:

- Replacing light bulbs that blow when guests are in the property
- Replacing batteries in remote controls (TV, air-conditioners etc) that stop working
- Blown or tripped electrical fuses
- Hot water systems not working
- Toasters or kettles not working
- Guests who have locked themselves out of the property

After hours call-outs relate to urgent requests from guests between the hours of 6pm-8am.

These urgent issues will need authorisation from the owner or the booking agent to provide us with the instruction to attend the premises. Out of hours call-outs are charged at a call-out fee (plus any additional time it takes to fix the issue beyond the first hour).

10. Gas bottle refills

If you have a BBQ, we recommend you keep a spare gas bottle full at the property at all times. We will refill gas bottles for you when required. Fees will include the cost of the gas from Hamilton Island and our fee to drop off and collect the gas bottle.

11. Buggy care

Service and safety checks

Electric golf buggies are not designed for the type of use they receive on Hamilton Island. Long drives up hills loaded with people can cause considerable wear on tyres, batteries and other components. It is critical that you keep your buggy regularly serviced as this can impact your warranty and helps to reduce costly repairs and battery replacement.

- For EZGO buggy owners, every 4-6 weeks (depending on bookings) Immaculate will drop and collect the buggy to and from the Buggy Shop for a safety check and service inspection. This includes a demineralised water top up, battery check, tyre pressure check, diagnostic analysis and any other works.
- For Club Car and Yamaha owners there is a mobile service for safety checks and minor services, so they will attend the property for these.

Your buggy should therefore receive 8-12 safety checks and 1-2 major services each year. As with any rental vehicle that is carrying guests, this is a minimum requirement to ensure it is safe and roadworthy at all times.

Registration and Roadworthy

QLD Transport and Hamilton Island registration stickers must be paid for and affixed to vehicles by the due date. This can impact your insurance and the ability to drive on island roads.

Immaculate can organise the annual roadworthy service and inspection for our owners and take the buggy to and from the Hamilton Island workshop.

Immaculate do not provide guests with keys for buggies that do not display current registration labels. We will seek authorisation from the owner or booking agent to hire a buggy for guests (at the owners expense) until the vehicle is registered and the label displayed.

Buggy cleaning

Immaculate clean and wash or wipe down your buggy before each booking so it is sparkling and ready for incoming guests. This is included as part of the final property clean.

12. General upkeep and property care

As the owner of a self-catering property it is your responsibility to keep your property in top condition for your guests. Immaculate are very happy to get involved and help facilitate this.

- As part of our six monthly inventory and deep clean service we will provide detailed feedback on items that we think need replacing, repairing or updating in your property.
- Ideally we will meet with you in person when you are on-island to run through the property with you and agree on what needs doing.
- After we have completed our six month inventory we will email you a list of questions and replacement items and get your authorisation on what you'd like us to do.
- Our six monthly inventory and deep clean service also includes tips and advice based on our experience and what other owners have done successfully.
- The six monthly inventory and deep clean service is not mandatory but strongly recommended to ensure you can continue to command high rates and provide the best guest experience. Some owners choose to come up and conduct the six monthly inventory and deep clean themselves.
- Traditionally the six monthly inventory and deep clean will be done in the quieter months each year to prepare the property for the busy season ahead

It is generally the owner's responsibility to source and purchase major replacement items such as furniture and electrical goods for the property, however we are happy to assist in this wherever we can.

13. Property keys

Immaculate keep a minimum of 3 sets of property keys for all properties that we look after. This includes 1 to 2 sets for guests and a spare set (for when guests lock themselves out or lose a set)

- We do an inventory of property and buggy keys when we first take over a property and ensure there are 3 full sets. We may need to get some cut and added to our key register.
- If guests lose or damage keys, the booking agent will charge them for replacements.
- When locks are changed or upgraded owners need to provide 3 sets of replacement keys.

14. Insurance and Liability

Given that the property and buggy are used by numerous guests throughout the year it is critical that owners have Public Liability and Property Insurance as well as Comprehensive Insurance for the buggy. Having all insurances up to date will protect an owner if guests do significant damage and are unwilling or unable to cover the full cost of repair or replacement.

Whilst we will do everything we can to provide as much support, information and assistance to our owners, Immaculate is not insured or liable for any loss or damage to properties or buggies under any circumstances.

15. Specialised services

Steam cleaning

Immaculate have two commercial grade steam cleaning machines and a team trained in steam cleaning of carpets, rugs, couches, cushions and outdoor furniture.

We recommend that carpets in a rental property are steam cleaned twice per year in order to freshen them up before and after busy seasons. Dirty and mouldy carpets are a health risk and regular cleaning will increase the life of the carpet.

The process for steam cleaning is as follows:

- Thorough vacuum to extract all dust and dirt
- Spraying of shampoo and deodorant fluid
- Spraying and extracting hot water to lift dirt, shampoo and fluid
- Final extraction to get carpets/couches/cushions as dry as possible.

Steam cleaning of carpets is generally a two-person job as it is more time-efficient. It is also an OH&S requirement for larger areas. Immaculate will advise whether one or two people are required for the job at the time of quoting.

Immaculate will recommend steam cleaning when it is required and wait for owner approval prior to providing any steam cleaning services.

Pressure washing

Immaculate has an industrial strength pressure washer which is ideal for cleaning balconies, buggy parking areas, driveways, exterior walls of properties, tennis courts and boats.

Immaculate will recommend pressure washing when it is required and wait for owner approval prior to providing any pressure washing services.

New furnishings – collection and set up

Immaculate are very happy to collect and set up any new furniture, electrical or other items you have purchased for your property.

16. Our Mission

Immaculate are committed to providing the best possible service to our owners and their guests. This includes being readily contactable, friendly and always happy to help out wherever possible. We also believe in having the correct processes and procedures in place to ensure things are done to the highest professional standards at all time.