



# Spinner's Backpackers Perth

Under the new Spinners Hostel management system we have addressed and will be implementing strategies that address the 5 points The Planning Department addressed.

## 1. Controll of noise

A key part of the reconfiguration of the hostel was moving the “chillout area” where guests are encouraged to socialize from the rear of the building to the internal common area and alfresco area fronting Newcastle st. This will ensure the noise is contained within the hostel and away from the apartments at the rear of the premises. Additionally we are installing a sound system that will be controlled exclusively from the main office ensuring the volume and noise curfew of 9pm -8am will be heeded at all times .

## 2. Complaints management procedure

As we will have a manager on call 24hrs a day guests are encouraged to come to the staff if they have any complaints or quires during their stay with us. There is an intercom system being installed at the front gate linked to the reception that will give anyone outside of the hostel the opportunity to talk directly with the onsite manager.

## 3. Security of guests

We have a comprehensive CCTV system monitoring the hostel 24hrs a day with a live feed to the main office where the onsite manager will be located. The new locked front gate will provide additional security to the guests and insure that only guests with keys or registered visitors have access to the hostel and outdoor alfresco areas. All visitors will be asked to sign in at the reception desk upon entry to the hostel.

## 4. Control of anti-social behavior

As a family owned and operated hostel Spinners has always prided it self on proving a safe, friendly and enjoyable atmosphere for its guests. At check-in all guests are given a quick orientation of the hostels features, facility's, fire procedure and what is required of them as a guest at Spinners. They are asked to sign a form stating they will adhere to our terms and conditions of stay and acknowledge there is a zero tolerance policy for antisocial behavior. Failure to do so may result in your stay being terminated.

## 5.Parking

The vast majority of our guests arrive by foot and will not require assistance with parking. However we will have 4 toll free bays provided at the rear of the premises that guests are welcome to use those 24hrs a day. If they are looking for alternative parking we will provide directions to the nearest available car park facility's of which there are several within a few hundred meters.