Accommodation and what is required by all Iconic Persons when residing in Company Leased Properties.

BEFORE YOU CHECK-IN there are things all workers must do, follow and be aware of. If you are aware and understand the accommodation policy then proceed to:

1. Use the **Accommodation Check In/Out Form** to commence the check in process. The form to be used can be found by clicking here.
2. There is also the Policy on Travelling, Transportation, Accommodation and Flights you should read and be knowledgeable and aware of.

Policy Updated February 26 2020 at 13:28 by Beau Sherman (IT Support and Project Manager):

1. Further to reduce the load of work the event management workers are under, a review form for workers feedback on the accommodation they stayed at has been designed, programmed and approved.
    1. The policy has been updated at point 4 of ***AT CHECK-OUT Things Cast and Crew must do, follow and be aware of:***
    2. All staff are required within 4 hours of checking out of the accommodation, to complete the feedback form for the accommodation.
    3. To access the feedback form for accommodation **click here**.

Policy Updated January 14 2020 at 15:07 by Nikolas Harrington (IT Supervisor):

1. Streamlining the checkin and check out process to reduced the load on the SLACK Server Space that we use a form has now been created for the check in or check out process.
    1. For your Check In Process and for your Check Out Process you will be using the form **Accommodation Check In/Out Form.**
    2. Access the form by clicking here.
    3. The form is very easy to use and follow the onscreen information.
    4. All photos of the damages found at an accommodation are now uploaded on the form.
    5. Please no longer indicate you have checked in or checked out on SLACK. Once the form is submitted it is integrated with SLACK and the related department and staff will be notified on the right channel.
    6. Changes to the policy below have been changed to indicate that the form is required to be used.

Policy Updated October 28 2019 at 10:42 by John Khoury (Company Solicitor):

1. **INTERNAL MEMORANDUM: ALL STAFF / CONTRACTORS OF ALL ICONIC OFFICES**
   REF: Accessing and Entering all Accommodation locations, office, building, venue, house, apartment, room, hotel, motel, homestead of any and all accommodation booked by Iconic Productions.
    1. An additional incident regarding the attendance and check-in procedure to a booked accommodation has occurred that is breach of Iconic company policy and also the Trespassing Policy of AIRBNB Business. This incident has occurred twice, and has the potential to cause much grief and legal issues for the company and the related persons.
    2. It is important that all employees and contractors understands that entering an Iconic booked accommodation without authorisation and clearance from the receptionist, the manager, the accommodation host or an accommodation authorised representative has entered the premises of an Iconic booked accommodation illegally and has committed a crime of TRESPASSING that can be prosecuted by the police or a civil lawsuit. It is an criminal offence to be or enter accommodation without the clearance and consent of the receptionist, the manager, the accommodation host or

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an accommodation authorised representative of the said property.

3. No staff member or contractor of Iconic Productions/Iconic Performances Pty Limited is to GAIN ACCESS OR ENTRY or ENTER into an accommodation location that has been booked by Iconic Productions without the authorisation, consent or clearance of the receptionist, the manager, the accommodation host or an accommodation authorised representative of the said property.
4. Check€in Procedures ensures a high level of professionalism and also protects all parties from the possible threat or chance of being blamed for damages or criminal behaviour and issues.
5. Check€in procedures must always be followed without shortcuts.
6. Per the company policy as stated herein at multiple clauses, before, during and at the checkin process that if staff or contractors "are unable to make contact with the PROPERTY CONTACT / HOST, they must immediately inform the event management team."
7. The policies and procedures pertaining to accommodation are written and to be adhered to ensure the safety and protection of all persons, in particular Iconic Productions.
8. As the matter has now occurred for a second time, the Executive Management Team believe it is NECESSARY TO STRESS AND HIGHLIGHT THE IMPORTANCE OF FOLLOWING THE POLICIES AND PROCEDURES AND TO REMAIN LAWFUL AND APPROPRIATE AT ALL TIMES.
9. ANY STAFF/CONTRACTOR WHO BREAKS THIS POLICY AGAIN WILL BE TERMINATED IMMEDIATELY AND ACTION TAKE AGAINST THEM FOR DAMAGES TO THE COMPANY BRAND AND GOODWILL and the events.

Policy Updated June 1 2018 at 19:33 by Steve Baltzois:

1. The Policy has been updated to include more specific responsibilities of all staff and contractors who are provided accommodation by the company and are working for the Brand of the Company. This has been decided due to the increase times that persons are not following company procedures and policies and are making others around them responsible for their cleaning and maintenance of the standards. The following additions have been added to this policy effective as of the time and date of **June 1 2018 of 19:33** and is for all staff and contractors.
    1. clean/wash any plates or cutlery, pots or pans or any item of use that was used by that person from the kitchen area. If a dishwasher is available and can be used, then the dirty cutlery, plates, or pots and pans can be safely and properly placed in the dishwasher. The dishwasher does not need to be turned on to wash every night, but should be turned on on the final night of staying at the accommodation or when the dishwasher is at least 75% full.
    2. Clean and wipe down all benches used.
    3. Sweep floors and remove dirt, if applicable and messy. If the floor is dirty due to muddy shoes or food droppings, the cast/crew responsible is to immediately wipe it up with an appropriate cleaning liquid or mop the area if necessary.
    4. Before midnight 00:00 or 12:00am or going to bed each cast/crew/staff is required to clean up their areas of use and return it to the original state as it was before their use or prior to check-in. In particular ensuring the following is followed without any exception:
2. The most Senior person at the accommodation will now also be responsible to check either, each night of accommodation or the next morning that the kitchen of the accommodation's are always clean and ready for use each day and that all cast/crew/staff are following each particular updated procedure and notify any cast/crew/staff member to maintain the high standards and that not following this is in breach.
3. The Policy has also been updated into 4 Categories to ensure compliance and easy reading by all cast/crew/staff.

Iconic Productions and Iconic Performances will book suitable accommodation for all related Cast and Crew when travelling on tour, which is approximately 250kms away from the cast/crew members GPO.

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Where the company uses their associated Business Accommodation Accounts in particular the AirBusiness Account where an entire house/property is leased for cast and crew, all cast and crew residing at the Property Must follow, abide and adhere to the company policy and maintain the Iconic Standard in consideration, cleaniness and Brand Image. Cast and Crew who fail to comply with this, may be terminated from their employment, charged any related cleaning or expense Iconic incurs. This is a requirement and must be uphold by all cast and crew.

BEFORE CHECK-IN Things Cast and Crew must do, follow and be aware of:

1. All CAST & CREW personally contact their accommodation location between 14:00 (2pm) and 17:00 (5pm) to notify the staff at the accommodation of your time of arrival to ensure that if required, a key is left at the door.
2. It is a requirement that you make contact with the staff/host of the accommodation and obtain confirmation and clearance from the staff/host of the accommodation before gaining entry and access to the booked accommodation.
3. Where cast/crew are staying at the same location, a designated/allocated person should make only 1 call on behalf of all persons, unless cast/crew are arriving at different times.
4. If unable to make contact with the PROPERTY CONTACT / HOST, you must immediately inform the event management team.

AT CHECK-IN Things Cast and Crew must do, follow and be aware of:

1. When you arrive at the accommodation, a delegate of the travelling troupe of Iconic or if you are attending alone, are required to check-in or inform the staff/host of the accommodation that you have checked in for their verification **at the exact time of check-in**.
2. The notification of check-in must be the exact time of check-in and not a second later.
3. This is important when residing at an AIRBusiness booked accommodation location to verify the accommodation check-in.
4. The confirmation is only required to be done by one person where there are more than one person staying at an AIRBusiness booked location, or in twin or family rooms booked or individually if at a motel/hotel booked accommodation.
5. If unable to make contact with the PROPERTY CONTACT / HOST, you must immediately inform the event management team.
6. Use the **Accommodation Check In/Out Form** to commence the check in process. The form to be used can be found by clicking here.

AFTER CHECKING INTO THE PROPERTY things Cast and Crew must do, follow and be aware of:

1. Walk through the property and check if their is any pre-existing damage.
    1. ***If YES there is pre-existing damage found***, you must report it to the PROPERTY CONTACT / HOST immediately when seeing it and write it up on **Accommodation Check In/Out Form** with photos of the damages uploaded on the form as well. The Event Management Team will be notified when you complete the **Accommodation Check In/Out Form**. The form is required to be completed at Check In and at this point of time.
    2. ***if there is NO*** pre-existing damage found, indicate this on the **Accommodation Check In/Out Form**

2. If unable to make contact with the PROPERTY CONTACT / HOST, you must immediately inform the event management team.

DURING YOUR STAY, EVERY DAY / ALL DAY Things Cast and Crew must do, follow and be aware of:

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1. DO NOT SMOKE IN or AT THE PROPERTY unless approved by the PROPERTY CONTACT / HOST. Cast and crew must check with the PROPERTY CONTACT / HOST if it is acceptable and where the cast/crew is allowed to smoke. All smoking cigarette ash and butts must be discarded in an outside rubbish bin and not brought into the property to discard it.

2. Do not move any furniture without the approval of the PROPERTY CONTACT / HOST. Where this is approved the cast/crew must notify the Event Management Team and take a photo of the item before it is moved and then the item when it is returned to its original place. The cast/crew must return the item moved back to its original place before checking out.

3. Clean, wipe down all benches used.

4. Clean, wipe down all stove tops and or oven if used.

5. Properly wash all used plates, cutlery or kitchen items and return them back to their original place. Where a dishwasher is used, cast/crew are allowed to place dirty items in Dishwasher and before checking out, turn on the dishwasher to clean the dirty items.

6. Place all dirty bath towels in bathtub or on floor of shower or in washing machine if provided.

7. Wipe down, clean all toilets, bathrooms. Where faeces or urine is left on or in the toilet bowl, the cast/crew responsible for this is to wipe it away and clean for safety and hygiene purposes. No urine or faeces are to be left for the PROPERTY CONTACT / HOST at any time.

8. Return all bedrooms to their original state. This requires all cast/crew to satisfactorily make their beds where the bed covers, pillows and bed sheets are returned to close to the original state of how it looked as you checked in.

9. Sweep floors and remove any dirt. If the floor is dirty due to muddy shoes or food droppings, the cast/crew responsible is to immediately wipe it up with an appropriate cleaning liquid or mop the area if necessary.

10. Take out all rubbish before departing. Do not leave rubbish in the house at no time. All rubbish must be removed before check out.

11. Not be nude or semi-nude (ie show bare chest) at any time unless all cast/crew staying at the property approve. Where 1 or more cast/crew disapprove, the cast/crew **MUST NOT** continue in this manner.

12. Not use PROPERTY WI-FI for illegal use or pornography.

13. Not use PROPERTY telephone to make calls, even if the PROPERTY CONTACT / HOST allow or approve this. If this occurs cast/crew will be liable for all call charges.

14. Follow all details in the Call Sheet issued. This would include bedroom setting, house rules, house manuals.

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s://staff.iconic.productions/KB/content/0/307/en/accommodation-and-what-is-required-by-all-iconic-persons-when-residing-in-company-leased-prope

15. Not allow or have any Pets in or at the Property.

16. Do not arrange or have any parties or events that are not authorised by Iconic Productions. If a party is to be hosted, it must be approved by Iconic Management Team.

17. Leave the home in clean and tidy state, as close to as it was when checking in.

18. Park vehicles only on allocated places on PROPERTY. If unsure cast/crew are to make contact with the PROPERTY CONTACT / HOST.

BEFORE YOU ARE ABOUT TO CHECK-0UT Things Cast and Crew must do, follow and be aware of:

1. You will be required to complete the **Accommodation Check In/Out Form** to complete the Check Out Process. This is required otherwise it will indicate that you are still at the accommodation you checked in. The form to be used can be found by clicking here.

2. Discard/remove All smoking cigarette ash and butts and place outside rubbish bin and not brought into the property to discard it.

3. Return all furniture moved back to its original place The cast/crew who moved it must return the item moved back to its original place before checking out.

4. Ensure all benches are cleaned and wiped down where used.

5. Ensure all stove tops are cleaned and wiped down where used.

6. Ensure all used plates, cutlery or kitchen items are washed, wiped and cleaned and return them back to their original place. Where a dishwasher is used, cast/crew are allowed to place dirty items in Dishwasher and before checking out, turn on the dishwasher to clean the dirty items.

7. Ensure all dirty bath towels are placed in bathtub or on floor of shower or in washing machine if provided.

8. Ensure all toilets, bathrooms are wiped downed and cleaned. Where faeces or urine is left on or in the toilet bowl, the cast/crew responsible for this is to wipe it away and clean for safety and hygiene purposes. No urine or faeces are to be left for the PROPERTY CONTACT / HOST at any time.

9. Return all bedrooms to their original state. This requires all cast/crew to satisfactorily make their beds where the bed covers, pillows and bed sheets are returned to close to the original state of how it looked as you checked in.

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10. Sweep floors and remove any dirt. If the floor is dirty due to muddy shoes or food droppings, the cast/crew responsible is to immediately wipe it up with an appropriate cleaning liquid or mop the area if necessary.

11. Take out all rubbish before departing. Do not leave rubbish in the house at no time. All rubbish must be removed before check out.

12. Follow all details in the Call Sheet issued for check-out procedures (if provided). This would include bedroom setting, house rules, house manuals.

13. Leave the home in clean and tidy state, as close to as it was when checking in.

AT CHECK-OUT Things Cast and Crew must do, follow and be aware of:

1. Lock the property / accommodation and leave the key at the designated location as advised by the Host or Accommodation staff.

2. Send a message to the PROPERTY CONTACT / HOST to inform to them that you have left the property.

3. Contact the staff/host of the accommodation upon check-out. Where residing at a AIRBusiness booked accommodation, send the host a SMS at the exact time of departure to confirm and verify that all parties of Iconic of check-out.
    1. Finish off and finalise and submit the **Accommodation Check In/Out Form** to complete the Check Out Process. This is required otherwise it will indicate that you are still at the accommodation you checked in. The form to be used can be found by clicking here.
    2. The Event Management Team will be automatically notified once you submit the **Accommodation Check In/Out Form.**
    3. All cast/crew must notify the event management team if leaving at different times of if leaving together one person can inform the Event Management Team.

4. All cast to complete the Accommodation Feedback and review form after they have checked out. We ask that this review form be completed on the same day of your check-out to ensure accuracy of the review. The event management team will also send you a reminder if you have not completed it within 4 hours of the same day you have checked out. The Accommodation Feedback and Review by Iconic Workers is required to be completed by each individual who stayed at the booked or leased accommodation property. Click here to access and complete the feedback form for the accommodation.

Questions and Answers:

1. **David Phillip | 18-Nov-2019 09:10 |**
   Question: On arriving at an Iconic Rented venue, a female employee requests her supervisor/Senior person on tour to please check her room first to ensure it is safe to enter. Aware of Iconic Policy that at no time may a male and female colleague be together in any Iconic leased room does Supervisor request female colleague to wait outside while he inspects the room for safety and if answer to this is "Yes" what does Supervisor do if female colleague states she does not want to be left alone until secure and inside the room. Note:

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This query is more specific to where the rental property is either Motel or Hotel.

1. **Answered by Ian Roberts 30-Nov-2019** 02:43
   Answer to part 1 of 2 here is yes you would ask the female to remain outside the room or at the doorway (not blocking the entrance/exit) of the room while the supervisor checks.
   Answer to part 2 of 2. You can always wait outside the door of the room of the hotel/motel until the female worker is comfortable. This has never happened, but if it does waiting outside is sufficient.

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1. **David Phillip** | **28-Oct-2019 04:06** |
   Fully read and understood. Comment: at several points in this faq the term "cigarette Ash" is used. There are many different forms of tobacco e.g. (cigarettes, cigars, pipes etc) may I suggest that the term "Tobacco Ash" be used for the purposes of 100% clarity? Question: What is Iconic Policy in regard to inviting guests (family, friends) into Accomodation leased premises as covered in this faq?
   1. **answered by John Khoury 28-Oct-2019 16:29**
      The term cigarette ash is the legal term for all forms of smoking that produces a residue, including that of tobacco. ***Cigarette ash*** is the residue remaining after the burning of all elements that are or can be smoked, including drug paraphernalia. ***Cigarette ash*** contains many more inorganic additives than other ***tobacco*** products in order to promote even and continuous burning. Tobacco is the common name of several plants in the Nicotiana genus and the Solanaceae (nightshade) family with 70 types of different Tobacco and does not cover all residue left over by smoking.
   2. The answer to inviting guests into Accommodation leased premises is already covered in clause 5.4. and 7.5 of the Policy on Travelling, Transportation, Accommodation and Flights***.***

Attached files:

Unique solution ID: #1306
Author: n/a
Last update: 29-May-2022 11:39

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