



*Welcome to Karamana Homestead*

*Your hosts are Ann-Marie and Ash Franklyn*

*We trust your stay with us is a pleasant one. In the following you will find information about our accommodation and the surrounding area. If you require further information or you would prefer a physical copy of our compendium, please let us know.*

*We are a completely non-smoking property and there are no designated smoking areas on site. Extra charges will be incurred should smoking be discovered on the property.*

*Contact Information:*

*Karamana Homestead  
84 Whangapoua Road,  
Coromandel Town  
3506*

*Mobile Numbers 022 462 0923 or 0210 232 8262*

*Website [www.karamanahomestead.com](http://www.karamanahomestead.com)*

## House Information

### Check-in/Check-out

Check-in time is between 3:00 pm and 7:00 pm.

In order to best prepare for other guests, we have a firm check-out time of 10:00 am unless previous arrangements have been made. Any unapproved late check-out may result in a late check-out fee of \$50 for each hour. Should you require a later check-in, please make arrangements in advance.

### WiFi

An information card can be found in your room with details on how to log-in to the guest WiFi.

### Keys

You will receive keys at check-in. Upon check-out please return the keys directly to either Ash or Ann-Marie. In the event that the keys decide to leave with you, please return them via courier immediately. A replacement fee may be charged if they can not be returned same day.

### Parking

Parking is included with your stay. We can accommodate one vehicle per B&B room and one vehicle for the Cottage.

### Towels/Linens

Towels and linens are included. Help us to conserve water and energy by hanging your bath linen for re-use. If you would like your bath linen replaced, please leave it in the shower cubicle. We, and the environment, thank you. For your information, towels are replaced after 2 days. For our longer staying guests, bedding will be replaced after 4 days, unless otherwise requested.

### Beach Towels

Going to the beach? Beach towels are available. Just let us know and we'll be happy to get those for you.

### Housekeeping Services

B&B housekeeping services will be discussed at check-in.

The Stables Cottage does not get serviced daily. Please see further information under "Additional Information for the Stables Cottage".

### Luggage racks

Each room contains a luggage rack for your use. Please refrain from placing suitcases on the beds.

### NO SMOKING

*There is no smoking (cigarettes, cigars, e-cigarettes, etc.) anywhere on the property. This is strictly enforced due to the sensitive environment in which you are visiting. An extra cleaning fee of \$250 will be applied to your final bill should any cigarette clean up be required. In addition, if you are caught smoking on the property, you will be asked to leave the premises. Thank you for your cooperation.*

### **Damage to property**

*We understand that accidents happen. But we do ask that guests please let us know immediately when they do. Chances are we can fix things as effortlessly as possible, which means a better chance that there will be no additional charges added to your stay.*

### **Cleaning Fee**

*Speaking of additional charges, we do not charge a cleaning fee. However, if extra cleaning is required we will be adding a cleaning fee of at least \$50 to your stay.*

### **Seasonal Comfort**

*Electricity in New Zealand is very expensive. However, our guest's comfort is important to us. We have provided you with seasonal comfort items for your use, with some simple, but important, rules to be followed.*

#### ***Winter***

*During the winter months we individual heaters in the rooms. The heaters can be turned on at any time, and are safe to leave on over night (just be aware that they are hot). However, we do ask that guests turn off the heaters during the times you are leaving the premises. We will be happy to turn on the heaters for you early in the evening if you are out.*

#### ***Kauri Lounge Fireplace (Homestead B&B only)***

*During the evenings your hosts will light a fire in the Kauri Lounge for your enjoyment and relaxation. If the fire needs tending, please let us know. We will monitor the fire during the evening. Please DO NOT place anything in the fireplace or tend to the fire in any way.*

#### ***Summer***

*Fans are provided for additional air circulation. These can be used at any time, but like the heaters, please turn them off when you are leaving the premises.*

### **Quiet time**

*Quiet time at the homestead is from 10:00 pm until 6:00 am.*

### **Maximum Guest Occupancy**

*By law, our maximum guest occupancy is 10 people. This includes our young little guests as well.*

### **Guests of the Guests**

*Have friends in town that want to visit you? Please discuss this with us in advance.*

### **Lost and found policy/return of lost property**

*Should any of your personal items get left behind, we will be happy to have them returned to you, at the guest's expense. We will notify you of the cost of postage plus our handling fee, prior to the item being returned.*

### **Pets**

*As we have furry family members, we can't accommodate other pets on the property. Assist dogs are always an exception.*

### **Well, there's a well!**

*Just outside the back entrance to the main house B&B is a well...a real one! And it's real deep too ☺ This is the original well to the homestead and needs to be respected, just like the rest of the property. Please refrain from throwing any items into the well (organic or otherwise) as we do use this as a water source from time to time. Please ensure if you're travelling with little guests that you maintain supervision of them at all times.*

### **Small Town Siren**

*It's common in small towns in New Zealand to use a siren as a warning system or to alert volunteer firefighters of a "call out". A broken or up-and-down sounding siren is for the firefighters. A constant unbroken siren is a tsunami warning.*

### **Reception hours**

*Ann-Marie and Ash are available each day from 8:00 am – 7:00 pm. If you have any questions, please let us know.*

## **Sirens, Earthquakes and Civil Emergency**

### **Sirens**

*Small town life requires help from volunteer firefighters. The most common siren you will hear will be a broken siren. This is the call for the volunteer firefighters so unless you're a volunteer, no need to be considered with this siren (it can happen regularly).*

### **Continuous Siren (Tsunami warning)**

*If you hear an unbroken continuous siren, you need to pay attention to this one as it's a tsunami warning. Our property is located above the maximum upper limit for any known tsunami on this coast. Please follow instructions by the warden or other authorities present on or near the property.*

### **Earthquake**

*Should you experience an earthquake please take cover (on the floor along, the side of the bed is best, if possible); cover your head and hold on until the earthquake has finished. Be careful when leaving a building after an earthquake as there may be falling debris.*

### **Emergency Contact**

*If there is an emergency of any kind either contact us immediately or call 111 for Police, Fire or Ambulance.*

*Our address is 84 Whangapoua Road, Coromandel Town, Waikato. In the dresser drawer you will find a torch. In the event of a civil emergency you will hear sirens sounding. If you are out and about when there is a disaster please feel free to return to us here until it is safe to continue your travels.*

### **Assembly Point**

*In the unlikely event of an emergency, the Assembly Point is located at the far end of the garage (closest to the road). See the Compendium.*

## **Additional information for the Homestead B&B Rooms**

### **Adults only**

*The Homestead B&B is suited for adults only.*

### **Breakfast**

*A yummy Continental Breakfast is included with your stay and is served at 8:30 am in the dining room. The option of a cooked breakfast is available for \$35 per person and must be pre-ordered the day before.*

### **Welcome Amenities**

*Each room includes complimentary bathroom toiletries, coffee/tea making facilities, glassware and stemware. Should guests require additional glassware or stemware please let us know and we'll be happy to provide that to you.*

### **Clothes drying rack**

*Each room has a clothes drying rack that fits into the shower stall. Please hang any hand washables, sandy clothing etc on this rack. Please refrain from placing wet items on the bed, antiques or from hanging items outside. If you need assistance assembling the rack, just let us know.*

### **Guest Lounge**

*All guests are welcome to relax in the Kauri Lounge and on the front veranda.*

### **Fridge of Truth**

*For your convenience and enjoyment, we have an honesty bar (aka Fridge of Truth) in the dining room. A price list is provided. At the end of your stay, please let us know of any beverages you've consumed and we'll add that to your bill.*

## *Additional Information for the Stables Cottage*

### *Family Friendly*

*The Stables Cottage is suitable for all guests, including children.*

### *Self-catering*

*The Stables Cottage is self-catering (breakfast is not included).*

### *Cooking facilities and BBQ*

*A BBQ is provided for the use of the Cottage guests. We encourage guests to cook spicy foods or foods with strong odours outside on the BBQ.*

### *Cleaning and servicing*

*Housekeeping is not included with the Stables Cottage. We have provided cleaning supplies for the little day to day tidy-ups, located in the bathroom cabinet below the sink. Should the cottage require servicing (toilet broken, light bulb to be replaced, etc.) please notify us immediately and we'll take care of that as soon as possible.*

### *Rubbish and recycling*

*In order to avoid unwanted "visitors" to the cottage, please remove rubbish and recycling daily. The rubbish and recycling containers are kept by the cottage carpark area, behind the side entrance.*

### *Clothes drying rack*

*A clothes drying rack is provided for your use and can be placed outside the bedroom exterior door. Please use the drying rack for any wet clothing or towels.*