

Property Name: Coolangatta

Location: 230 Coolangatta Rd, Bilinga,
QLD, 4225.

Phone Number: 0755710622

Email: coolangatta@yha.com.au

Please mark 'Yes' or 'No' with 'X'

Rooms	<i>Not Applicable</i> <input type="checkbox"/>		
	Yes	No	Notes
Rooms are secured with individual access	X		
Type of key			Key cards
Room doors are fire rated	X		
Interconnecting doors lockable			NA
Beds are compliant with current government standards	X		
Mattresses are compliant with current government standards	X		
Bunk beds and ladders are compliant with current government standards	X		
Property conducts regular inspections and maintenance of beds and in-room equipment	X		
There are lockers in the rooms to secure personal property and bags	X		
Are Group leaders provided keys to all group rooms?		X	
Evacuation plans are displayed in all rooms in line with Australian standards	X		
Property information is displayed in all rooms	X		
Type of windows in room			Closed with louvre windows above
Windows that open have a restriction in place	X		

Common Areas and Facilities	<i>Not Applicable</i> <input type="checkbox"/>		
	Yes	No	Notes
How many floors is the property?			2
Balconies have railings/balustrades that comply with BCA (Building Code of Aust.)	X		
Property has private meeting rooms		X	
Meeting rooms have locks			NA
Rooms have evacuation maps and information on the back of room doors	X		
Hallways and common areas are marked with evacuation maps in line with Australian standards	X		
Meeting rooms have locks			NA
Property has ramp access		X	
Property has an elevator		X	
Property has stair access only	X		
AED (defibrillator) is available on property		X	
BBQ on property	X		

Property has a wellness space with fitness equipment		X	
Property has co-working space	X		
Property has a TV or Cinema room	X		
Property hosts inhouse activities whereby a waiver and consent is required for participation		X	

Bathrooms			Not Applicable
	Yes	No	Notes
Property has communal bathrooms	X		
Bathrooms are gender specific and clearly signed	X		
Bathroom access is restricted by encoded keys		X	
Accessible bathrooms are available	X		
Accessible bathrooms are fitted to in line with Australian standards.	X		
Showers and toilets stalls have individual locks on each door	X		

Staffing and Property			Not Applicable
	Yes	No	Notes
Staff are onsite 24 hours	X		
Property uses an electronic access management system (key card access)	X		
Staff receive comprehensive, role- specific training	X		
Property has a current emergency procedures and serious incident manual that staff have access to	X		
Staff have received training in emergency procedures	X		
Staff are First Aid and CPR certified.	X		
All staff have access to a first aid kit	X		
Property is accessible in line with Australian standards	X		
Group receive an induction to the property on arrival?	X		
There are specific areas that groups are restricted from.		X	
Property has dedicated space for groups		X	
The property has a dedicated area for luggage storage	X		
The property has an after-hours check in procedure	X		

Elevator			Not Applicable
	Yes	No	Notes
Number of elevators at property			0
Elevators are serviced on a schedule by a licensed contractor			NA
Elevator/s is registered in line with local government regulation			NA
Elevator/s have a phone to contact someone in case of an emergency and listed information			NA

Elevator/s doors are controlled by sensors				NA
Elevator/s have floor access restrictions				NA

Kitchens				<i>Not Applicable</i>
	Yes	No	Notes	
Kitchen is accessible to groups	X			
The kitchen has fire extinguisher	X			
Fire Blanket available	X			
Property is equipped with gas/electricity emergency cut off		X		
Equipment is tagged and tested regularly	X			
Property has guest use	X			
Property has surge protections installed	X			
Kitchen has a Instant boiling water unit	X			
Dry food storage, Fridges and freezers (where applicable) are cleared and cleaned on a regularly schedule	X			
Kitchen is cleaned regularly	X			
Kitchen is open 24 hours	X			

Security				<i>Not Applicable</i>
	Yes	No	Notes	
There is CCTV throughout the property	X			
External doors is restricted overnight	X			
External access can be restricted at any time to ensure guest safety		X		
Emergency phone number is clearly displayed	X			
Property has on call security		X		
Rooms have encoded door locks	X			
Property has key card access to each floor			NA	
Is there an emergency phone number listed after hours			We have a bell at the front door and reception	

Pool				<i>Not Applicable</i>
	Yes	No	Notes	
Pool has a current pool safety certificate	X			
Pool Rules and Conditions of entry and use are clearly displayed	X			
Pool depth			6 ft	
Is pool heated and if so what temperature?		X		
Pool opening hours			8am – 9.30pm	
The pool is fenced per regulations	X			
Lifeguard on duty at property		X		

Water tested on a daily basis	X		
Scheduled maintenance plan is in place	X		
Pool Safety equipment is available in the area		X	
Is a specific shower in the area		X	
Changing rooms available and lockable		X	
Pool area is shaded		X	
There are restrictions regarding food and beverage consumption in the area	X		No glass
The property has contamination procedures in place.	X		

Food and Beverage Services			Not Applicable
	Yes	No	Notes
The property has a license bar?		X	
The bar is accessible to all guests			NA
The bar is accessible to the public (non-guests?)			NA
The property sell alcohol?		X	
Guests can bring their own alcohol into the property	X		
Property has a current Plan of Management			NA
Staff hold current RSA certificate and information is recorded			NA
Staff trained in site specific RSA including requesting ID			NA
Property has qualified Food Safety Supervisors			NA
Property has a current food safety management plan			NA
Property has a café			NA
The property uses external catering		X	
External caterers are compliant with all food safety legislation and local regulations			NA
The property provides inhouse catering		X	
The property caters for dietary requirements			NA
All outlets conduct regular temperature testing on cooling and heating equipment			NA
All team members cooking and/or serving food have had food safety training.			NA

Car Parking Loading Pick-Up, Drop-Off			Not Applicable
	Yes	No	Notes
Car park is secure		X	
Car park requires key card access		X	
Car park have CCTV footage		X	
Is the car park internal or external to the property			External
Height restriction of car park		X	Open Air
Property has a safe area for bus drop off and pick up	X		

Property has a Loading Area (size & times)		X	
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Fire System			Not Applicable <input type="checkbox"/>
	Yes	No	Notes
Property has an approved fire safety management plan in place.	X		
The property has a fire panel installed		X	
Fire Panel is linked to the Fire Service (emergency services) for automatic deployment			NA
Property has fire suppression system installed	X		
Property has an audible alarm system that can be heard in all areas including rooms	X		
All rooms are fitted with smoke detectors in line with Australian standards.	X		
Smoke detectors are connected to fire panel			NA
Manual Call Points (MCP) are located throughout the property		X	
Staff receive training in the use of the fire panel			NA
Property has Fire Wardens	X		
All staff are trained in evacuation procedures	X		
Emergency signage and lighting is installed	X		
Regular testing of the fire system and equipment is conducted by a licensed contractor	X		
Number of Fire Stairs			NA
Hallways longer than 30 metres have fire exits at regular intervals			NA
Fire Extinguishers/Fire Reels are located on each floor of the building and in common areas	X		Extinguishers only
Property has systems in place to manage occupant density.			NA

Cleaning and Maintenance			Not Applicable <input type="checkbox"/>
	Yes	No	Notes
Staff are trained in the use of cleaning products and chemicals	X		
Cleaning products and chemicals are stored in appropriate containers and areas in accessible to non-staff	X		
Cleaning products and chemicals are environmentally friendly (where possible)	X		
Occupied rooms receive regular servicing	X		
Rooms are checked by housekeeping daily	X		
Property has detailed cleaning program in place	X		
Property conducts regular maintenance inspections	X		
Property has regularly scheduled maintenance with contracted services, such as pest control, air conditioning, sanitary	X		

Are licensed trades used for all construction, maintenance and repair work?	X		
Property conducts regular testing as outlined by policy or regulations	X		
External contractors are required to register their attendance at reception	X		
Property conducts regular testing of plant/equipment as outlined by policy and local standards and regulations	X		
Safety signage and barricades are used to restrict access to staff only areas	X		
PPE easily accessible to staff members	X		

Privacy and IT			Not Applicable
	Yes	No	Notes
YHA has privacy policy that all staff are trained on	X		
YHA has cyber security protection in place	X		
YHA complies with PCI-DDS regulations	X		
Staff receive training in relation to Cyber Security	X		
YHA conducts audits on current system regularly	X		
YHA complies with reporting of security breaches and concerns	X		

Other Identifiable Risk at the Property			Not Applicable
	Yes	No	Notes

Liability + Compliance Certificates			
Public Liability Insurance	Coverage to \$20,000,00	YHA Public-Liability	

Local Facilities		
Name	Distance from property	Notes

Hospital	Tweed Valley Hospital	10 kms
Medical Centre	Coolangatta Medical	3 kms
Police	Coolangatta Police	3 kms
Train Station	Varsity Lakes Train Station	10 kms
Airport	Gold Coast Airport	500 meters
Poisons Hotline	QLD Poisons Hotline	13 11 26

YHA Policies and Information

Name	Link
House Rules	YHA House Rules
Child Safety Policy	YHA Child Safety Policy
Direct Bookings Non Groups Booking Terms and Conditions	Booking Terms and Conditions YHA Australia
Group Booking Term and Conditions	Refer to Booking form

FAQ's

- All group rooms are booked exclusively to the group, no guests outside the group will be accommodated in the room.
- Any group involving a majority of children under the age of 18 must be booked via the Groups team, any group that is found to have booked via another platform maybe cancelled.
- A ratio of 1 responsible adult (refer to child safety policy) per 15 children (1:15) needs to be booked to ensure proper and adequate supervision is provided.
- YHA cannot guarantee exclusive access to floors or spaces, other than rooms, as fire doors elevators cannot be locked off due to safety regulations.
- Other guests may be allocated to the same floor as the group, Guests outside the group will not be allocated to the same rooms.
- Communal bathrooms are available for all guests and cannot be reserved for a group or time period. Ensuite rooms should be booked if the group does not want to use the communal facilities.