

alloggio:

Turning property into
valuable accommodation

Your Action:

- 1) Print, leave on your desk.
- 2) Save link to your computer.
- 3) Save link to your mobile.

You'll want to
stay with us



CHARTER OF BEHAVIOURS

1

**Deliver on what you
say you are going to do**

"No stories, just results"

2

We look after our people

"Protect our families, be in the
trenches with each other"

3

Don't sugar-coat the truth

"Tell me what I need to know, not
what you think I want to hear"

4

**Procrastination is the
enemy of success**

"It is better to do it
now vs. Later"

5

**Value other people's time
and they will value yours**

"Have high quality and effective
touchpoints"

6

**Never run from conflict, deal
with things head on**

"Raise the flare, don't put your head in
the sand"

HR & PAYROLL SUPPORT

ALO Handbook

All of the policies that Alloggio Team. Members are to abide by. [Click here](#) for the ALO Employee Handbook & Code of Conduct.

ALO Emergency Escalation

All emergencies that DO NOT require 000 please contact the ALO Emergency Escalation Hotline as outlined within the policy. [Click here](#) to review the Escalation Playbook Poster

Human Resources

Please go directly to the person you report to for all of your requests.

To escalate to HR contact: group-hr@alloggio.com.au

Payroll

For all payroll support requirements: payroll@alloggio.com.au

Employment Hero

[Click here](#) to go to sign in page or go to <https://employmenthero.com>

Incident Reporting

Incident Reporting in Employment Hero can be found under the menu;

- Compliance > Personnel Incident
- Compliance > Third Party Incident

Alloggio Group Corporate Governance

Our overarching policies are found here: <https://www.alloggio.com.au/about/policies>

DIVISIONAL ESCALATION PATHWAY

Division	Primary Point Of Contact	Escalation Point of Contact
Holidays	Holiday Manager/Assistant Holiday Manager	Regional General Manager
Mixed Accommodation (Hotel/Motels/etc)	Hotel Manager/General Manager	National Hotel& Motel Operations Manager
Fresh Linen	Operations Manager	Chief Operations Officer
General/Other Teams	As outlined in respective job descriptions	CFO/ COO/ CTO/ CEO

Always follow this escalation pathway when raising enquiries

HOLIDAYS DIVISION - HOMEOWNERS

FINANCE SUPPORT

PAYMENT & INVOICE QUERIES

For any queries on Owner Trust Statements please contact trustaccounts@alloggio.com.au

For any queries, top-ups or cancellations relating to Weel cards please contact ap@alloggio.com.au

For any finance queries relating to:

- Zudello/ Sage: please raise in designated Cliq channels
- Your P&L : please contact your Finance buddy

For payments queries or invoice queries relating to Trust or Owners please contact trustaccounts@alloggio.com.au

For payments queries or invoice queries relating to Alloggio please contact ap@alloggio.com.au

If a Supplier has an invoice or payment query please direct them to: ap@alloggio.com.au

RESERVATIONS & GUEST SERVICES SUPPORT

Guest & Reservation Enquiries

For all Guest enquiries: bookings@<insertbrandname>.com.au

Escalation for Guest & Res Issues

For support with Guest bookings, Cancellations, Overbookings, check-in forms etc: res-support@alloggio.com.au

REVENUE & DISTRIBUTION SUPPORT

Holiday Division

Revenue + Distribution including pricelabs, Dynamic Pricing Support: Rev-man_support@alloggio.com.au

Mixed Accommodation

Revenue + Distribution, Duetto & Costar Support: Via Cliq Channel [#Hotel Managers Group](#)

TRIBE SUPPORT

Alloggio One Best Way

For operational training needs on the "Alloggio One Best Way" and escalations (for Managers only) :

Tribehelp@alloggio.com.au

[Click here for more details on Tribe](#)

LISTINGS SUPPORT

Quick Links

For home listing, content, amenities, images etc. listings-support@alloggio.com.au

Appraise My Listing

<https://appraisemylisting.com.au/>

MARKETING SUPPORT

Marketing Enquiries

Branding and partnerships, automation, copywriting, social, graphic design, email campaigns, owners newsletters:

marketing-support@alloggio.com.au

ALO DIRECT EXPENSES - SUBMISSION OF INVOICES FOR PAYMENT

Mixed Accommodation & Holiday Operational Expenses

For invoices/expenses that need to be paid by Alloggio please send or ask the Supplier to send the PDF version of the invoice to [\[Insertbrandacronym\]EXP@\[insertbrandname\].com.au](mailto:[Insertbrandacronym]EXP@[insertbrandname].com.au) e.g A Perfect Stay: aps-exp@aperfectstay.com.au

For invoices/expenses that need to be paid by the Owner please send or ask the Supplier to send the PDF version of the invoice to [Invoices@\(brand name\).com.au](mailto:Invoices@(brand name).com.au). I.e. Invoices@aperfectstay.com.au

Unsure of who needs to pay the invoice? Contact your Holiday Manager or RGM

[Use this Email Handbook Sheet as a Reference](#)

Contact your Holiday Manager / RGM / Hotel Manager or GM

Fresh Linen-Hire

To place your orders Click here: <https://www.freshlinenhire.com.au/>

Expense invoices send to: flh-exp@freshlinenhire.com.au

Supplier support: Supplier-help@freshlinenhire.com.au

Aabode - Operating Expenses

Aabode is a platform for ALO & Non- ALO Properties: <https://aabode.com/>

Expense invoices send to: aabode-EXP@aabode.com

Supplier Support: Supplier-help@aabode.com

Car Hire Expenses Operations

(Magnetic Islands)
MCH-EXP@magneticislandcarhire.com

**The lines below each possess clickable links*

IT Support Services



System	Function	Support Provider	How to Access
Zoho	E-mail, Workdrive, Cliq, Analytics, CRM, Writer, Sheets, Projects, etc.		
Websites	Website and Domain Management		
IT Hardware Issues	Laptops/computers & accessories e.g. headsets/monitors	Help Desk	helpdesk@alloggio.com.au (02) 4072 5858
General IT	Windows, Virus protection		
Desk Support	Desk Tickets		
Ring Central	VoIP telephone system		
Finance	Payroll support	Finance	finance-help@alloggio.com.au
Guesty	Property Management System (PMS)	Guesty	How to raise a support ticket
HomHero	Property Management System (PMS)	Homstar	support@homstar.com.au/ Ph: 1300 246 980
Task Notification / Management	Housekeeping, Inspections, asset process/ management & maintenance Tasks	Flex-keeping - Hotels Breezeway – Holidays	support@flexkeeping.com support@breezeway.io PH: +1 857-600-2799
RMS	Trust accounts platforms	Holidays	
	Property Management System (PMS)	Mixed Accommodation	support@rms.com.au
Guest Compendium	Guest Digital Compendium	Touchstay	support@touchstay.com.au
Conduit	AI Generated Guest Communication	Conduit	Via the support chat function in Conduit
Revenue & Distribution	Dynamic pricing and revenue management tools/ Market intelligence and data and analytics insights	Pricelabs Duetto - Hotels Costar - hotels Key Data	Pricelabs - Via the support chat function Duetto – log into the resource hub Costar – Log a support ticket via apinfo@str.com Key Data – Raise a ticket via the support widget