



Southport Central Apartments Terms & Conditions

Upon booking your stay at the Southport Central Apartments, you agree to the following Terms and Conditions.

1) Cancellation & Changes:

- a) The following will apply for any amendments to bookings:
 - i) Any changes to the booking prior to arrival and during stay must be received by the college at least 14 days before check-in date or a 2 week rent fee will be charged. Any changes are subject to availability.
 - ii) A minimum of 28 days' written notice must be given to the homestay and accommodation department prior to early check out.
 - iii) Cancellation with less than 14 days' notice or a No-Show will be charged 2 weeks rent.
 - iv) \$100 administration fee
- b) No refunds will be given to students evicted for unacceptable behaviour.
- c) Minimum stay is eight (8) weeks

2) Prior to Arrival:

- a) Students must book and pay for Shafston airport pick-up service.
- b) Accommodation and cleaning fees must be paid in full.
- c) Accommodation security deposit must be paid in full.
- d) Accommodation security deposit refund form must be completed, signed and returned to Shafston College.

3) Check In:

- a) The airport transfer driver will notify the student which Southport Central tower and room has been allocated for entry to their apartment.
- b) An Entry Report form will be provided to students with their key and access token upon arrival. Students must complete this entry report & return it to the college on their 1st day.
- c) A request for a room change must be made in person or in writing to the college. Room changes will incur a fee of \$195 (\$95 cleaning fee + \$100 Admin fee) and is subject to availability.
- d) If a Student has reserved a Private Room, they cannot change to a twin share room until the end of their term contract.

4) Security Deposit

- a) A security deposit of \$500 is payable on booking.
- b) Security deposit refunds minus any deductions will be processed within 10 working days after departure and final inspection has been completed.
- c) Refunds are payable to Australian or International Bank accounts as provided by the student.
- d) Refund forms with incomplete or incorrect bank account details may incur additional bank fees and will delay refund process.
- e) The accommodation security deposit refund form must be completed, signed and returned to Shafston College prior to checking-in.
- f) Strictly no refunds will be processed prior to your check-out date.
- g) Strictly no refunds will be processed prior to a final inspection being completed.

5) Check Out:

- a) Students must ensure that all cooking and eating utensils are washed, dried and put away before vacating the apartment.
- b) The room must be left in a clean and tidy state. Failure to comply with this may incur an extra cleaning fee of \$95.
- c) Students must return their key and swipe token as per departure procedure
- d) Southport Central check-out time is 10.00am on day of departure.
- e) Homestay & Accommodation staff will conduct pre-inspections and post-inspections for each student arriving at, and departing from Southport Central Apartments.

6) Cleaning & Maintenance:

- a) Failure to comply with the following conditions between 8:30am – 4:30pm on specified cleaning days will result in student/s being fined \$95.
 - i) Students must place all personal items such as clothing, shoes & luggage inside cupboards and not leave them out on floors, tables etc.
 - ii) Students must keep the kitchen bench free from dirty dishes, bathroom free from personal items and laundry free from dirty clothes.
 - iii) The apartment will be inspected every week by Accommodation manager or authorised person.
 - iv) Items such as toilet paper, detergents for washing machine sink and dishwasher are to be supplied by the student.
- b) Students must allow cleaners and maintenance staff uninterrupted access for the purpose of cleaning and maintenance.
- c) Students must keep their bedroom areas and shared common areas clean and tidy at all times.
- d) Students must pay an extra cleaning fee (this could be up to \$300 per student), if extra cleaning is deemed required by the Accommodation Manager;
- e) Students must not hang clothing, signage or other items where they are visible from the outside of the building.
- f) Rubbish must be placed in the garbage chute located near the elevators on each floor. This is to be done daily.
- g) Any large items of rubbish, or any recycling, is to be taken down to the bins located in the visitor car park area.



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7) Notice of Damage:

- Students must not intentionally or recklessly damage or destroy, or allow their guests to intentionally or recklessly damage or destroy, any part of the Southport Central Apartments building, its facilities and/or the rental premises;
- Damage to the apartment or any fixtures may incur a repair or replacement fee in excess of \$1000.
- If a student has knowledge of any damage to the premises caused by a student, the student must inform the homestay and accommodation department as soon as possible. **If no student accepts responsibility for any damages incurred, the cost of repair will be split between all residing students.**
- If the premises need routine repairs, the notice must be given to the Accommodation Manager.

8) Student's Obligations

- All noise must be limited after **9pm on weekdays and 10pm on weekends.**
- Any noise complaints received by the Homestay and Accommodation Department may result in a fine of \$100 per student involved. If breaches continue the student/s may also be requested to attend academic counselling;
- Bedroom and shared areas are to be kept clean, tidy and free from clutter at all times.
- The apartment is to be in a condition that does not give rise to a fire or health hazard;
- For safety and security purposes, students are never to let their guests enter or remain in the apartment while the student is not present. Students will be fined \$100 if their guest is found in the apartment unaccompanied.
- Valuable items such as money, phones, jewellery are the sole responsibility of the student to keep safe.
- Shafston College will not be held liable for any lost or stolen items.

9) Apartment Rules

- If a twin share room has been reserved then the second part of the room and second bed cannot be used. A cleaning fee of \$95 will apply should a student not comply with this rule.
- Students must not throw anything over balconies or out windows of the Southport Central Apartments
- Students must not lend their keys or give lift access to another person.
- Replacement of lost, stolen or damaged key will incur a fee of \$150.
- Replacement of lost, stolen or damaged entry token will incur a fee of \$150.
- Please note that rooms are shared by the same gender, however the apartment may be shared by both male and female students and of the same nationality.
- Strictly **NO SMOKING** in the unit or on the balcony or on any part of the Southport Central Apartment premises. An on the spot fine of \$100 will be charged to each student if breaches occur.
- Any evidence found of a student smoking cigarettes or the like in any apartment will be in breach of clause 9g of these terms and conditions and will incur a fine of \$100.
- In the event that QLD Fire & Rescue Service is called out to Southport Central Apartments due to a false fire alarm caused by a student/s, then the student/s responsible for the false alarm will be liable to pay the call out fee of \$1300.
- Should a student misplace their keys afterhours and require assistance gaining access to the building and/or room, a call out fee of \$150 will be charged to the student.
- Students must not sublet their unit.
- No visitors are allowed to stay in the room overnight. Any student in breach of this will be fined \$100 plus the nightly room rate of \$38 per night.
- The apartments are self-contained. In the event of apartment items going missing after a student has checked-out, replacement costs will be charged to that student and deducted from that student's security deposit.
- Students are not to use any part of the apartment or Southport Central Apartment premises for an illegal purpose.

10) Building Rules

- Students are responsible for the behaviour of their visitors at all times.
- Smoking is NOT permitted within the building including balconies, pool and gym.
- Consumption of Alcohol is NOT permitted in public areas including foyer, gym, pool and lounge areas.
- Pool & BBQ area - No glass allowed in the pool & Spa
- Please note that the gym, pool and lounge areas are open 6:00am- 10:00pm.
- Bicycles, roller blades, skateboards or balls are not permitted in the building.
- Animals or pets are not permitted in the building.

11) Any continuous breaches of the Terms and Conditions listed above can result in eviction with 48 hours' notice.

12) Residency is governed by By-Laws. A copy of the By-Laws is available at Southport Central Apartments reception.

These terms and conditions can change at any time, please contact Shafston College for a current copy.