

# UNILODGE @ SHAFSTON

## TERMS & CONDITIONS 2019

1. Credit card details and photo ID must be provided on check in. A 1.65% fee will apply for all credit card payments.
2. A \$95 Non-Refundable Cleaning Charge per booking (sixty dollars AUD) is payable in full with accommodation fees
3. The resident authorizes the manager to charge their credit card for any loss, damage or monetary contribution for which any resident is liable under this document or otherwise including extended stays.
4. 2 weeks is the minimum booking and must be paid for in advance, rates are based on a full week and cannot be broken down by day.
5. Accommodation extensions can only be made on a weekly basis in the same room. Extensions are subject to availability and cannot be guaranteed.
6. Residents must pay their account in full, return their keys and check out before 10:00 am on day of departure. Late departures will incur a fee of \$20 per hour. Late check outs are subject to availability and cannot be guaranteed.
7. Requests for balconies and/or air-conditioning are subject to availability and cannot be guaranteed. There are no additional costs for the use airconditioners.
8. Guaranteed check-in is 12pm on off-peak season (September – January & April-June) and 1pm during peak season (February – March & July- August)
9. Cancellations less than 14 days' notice of the arrival date will be charged 2 weeks accommodation for the room type booked and a \$60 Administration Fee.
10. A minimum of 2 weeks notice is required for all date amendments. Fees for amendments under 2 weeks are as follows: 7-14 days = 1 week cancellation fee + \$60 admin fee; 0-7 days = 2 week cancellation fee + \$60 admin fee.
11. Early check out will incur a cancellation charge equal to 2 weeks rent and a \$60 administration fee. A minimum of 14 days' notice must be given before early check out.
12. Refunds incur an administration fee of \$60. Refunds are subject to terms & conditions.
13. Room Move – requests must be made in writing and will be considered by the Manager, are subject to availability and are not guaranteed. Room moves will incur a charge of 2 weeks rent plus a \$60 administration fee. A change of room is considered a new booking and the 2 week minimum applies a \$95 cleaning fee applies.
14. Residents must not hang clothing, signage, or other items in a manner visible from the outside of the building.
15. Residents must not lend their keys or give lift access to another person in any circumstance.
16. Lost or stolen room keys and security cards will result a change of door lock and a fee is payable by the Resident/Tenant (\$350.00 AUD)
17. Residents must behave in a way as not to interfere with the peaceful enjoyment of another person.
18. All residents and their guests must at all times behave in a civil and courteous manner to neighboring residents and staff, and must not act in a manner that could cause offence to others. This includes but is not limited to, racial slurs, physical or mental intimidation, yelling or screaming, or display/distribution of offensive material. No refunds will be given to residents evicted for unacceptable behavior.
19. Residents must allow cleaners and maintenance uninterrupted access for the purpose of cleaning and maintenance. Residents must remove all personal items from bed on housekeeping days. UniLodge @ Shafston take no responsibility for items left on the bed and sent to laundry with linen, or any personal items left behind after departure.
20. Additional cleaning charges (\$95) will apply for units left in a dirty/untidy condition. Constant un-cleanliness will result in fines & eviction without a refund. Residents are responsible for keeping your unit clean & tidy and taking out rubbish. A service and linen change is provided.
21. If Residents re-arrange any furniture in the room, it must be put back in its original position on departure. Otherwise, a fee of \$95 AUD will be charged for not arranging furniture back to its original position.
22. Residents must not sublet their unit.
23. Residents are responsible for the costs incurred in the event the QLD Fire & Rescue Service is called due to a fire alarm of their doing. Current charges exceed \$1300.00 per call out however the amount recoverable from the resident is \$650.00.
24. Visitors are not permitted to use bedding or facilities provided for the use of residents.
25. Residents are responsible for the behaviour of their visitors at all times.
26. Visitors are not permitted in rooms after 10 pm.
27. An after-hours lockout fee of \$50 will apply; there is no charge during office hours.
28. Cigarettes, rubbish, or any other item must not be thrown from windows or balconies.
29. Smoking is NOT permitted in the building. Cleaning charges will apply if smoking is detected in the room.
30. COVERING SMOKE ALARMS IN AN OFFENCE AND IS ILLEGAL UNDER QUEENSLAND LAW, CHARGES WILL APPLY.
31. Alcohol is NOT permitted in public areas including the foyer, gym, and lounge.
32. Rubbish must only be placed in the "Garbage Bins" room located on each floor; rubbish must be removed from room daily.
33. The room must not be used for any unlawful purpose. Illegal activities will be reported directly to the relevant authorities.
34. Damage, loss, or removal of any item or fitting must be paid for by the resident.
35. Management will not be responsible for costs incurred by damage or theft. All residents are strongly advised to take out insurance cover on their personal belongings.
36. Bicycles, roller blades, skateboards, shopping trolleys and ball games are not permitted in the building.
37. Animals or pets are not permitted.
38. Residency is governed by the Shafston University Mansions By-Laws. A copy of the By-Laws is available at reception.
39. Residence must comply with the 'House Rules' provided in room compendium, and 'Resident Handbook' provided on the UniLodge website. A copy is also available at reception.
40. Repeated valid complaints from your room mate with regards to being unable to sleep, noise, or cleanliness will result in eviction from UniLodge with no refund.
41. Management's decision is final. Terms and conditions are subject to change without notification at any time.