

## OFFSHORE - TERMS & CONDITIONS + HOUSE RULES

By booking CozyStay, you hereby declare that you have read and understood and agree with all terms and conditions presented in this document, including its appendices and also that:

- Parties are not permitted on the premises or in surrounding areas at any time.
- Guest's visitors are permitted between 10am and 9pm only.
- Smoking is not allowed at any time.
- If any of the terms and conditions are violated, disciplinary action may be taken and fees applied.
- A notice of termination may be given, regardless of the minimum stay pre-booked by your agency/school. If notice is not given according terms and conditions, charges to cover the notice period may apply.

For Student Residences/Hostel Plus - notice of 14 days

For Studios/One-bedroom apt - notice of 21 days

- Check-out cleaning fee does not affect the Guest's obligation to clean the house during the stay.



## DEFINITIONS

- **Check-in:** pre-arranged/agreed date and time for the Guest to have full access to the accommodation.
- **Check-out:** pre-arranged/agreed date and time for the Guest to leave the accommodation.
- **Guest:** client residing at the accommodation.
- **Provider:** accommodation provider who grants the right to occupy the premises.
- **Booking ID:** number which identifies the Guest for the accommodation provider.
- **Notice:** a notification to be sent in writing by email. Notice may be (not limited to):
  - **Notice of termination:** a notification to be sent by either party ending the booking according to the terms and conditions presented in this document.
  - **Notice of extension:** a notification to be sent by the Guest.
- **Rent:** the fee the Guest pays to live in the accommodation.
- **Booking:** rooming agreement between the accommodation Provider and the Guest outlining the terms for occupying a bed/bedroom.
- **Minimum stay agreed:** the minimum length for which the Guest is committed to stay in the accommodation as per the booking made by agency/school.
- **Change request:** a notification to be sent by either party asking to change to another bed, bedroom or accommodation owned by the Provider.
- **Visitor:** anyone who does not reside at the Provider's accommodation.
- **Party:** whoever is a party to a booking, herein the Guest or Provider.
- **Breach of terms and conditions:** when one party to the bookings breaks one or more of its terms.
- **Quiet enjoyment:** is a right to the undisturbed use and enjoyment of the premises.
- **Eviction:** the act of expelling someone from the accommodation.
- **Condition report:** a report recording the condition of the accommodation before or upon Guest's check-in.



## TERMS AND CONDITIONS

### 1. Parties to the booking

- 1.1. The parties to the booking are the Guest(s) and the Provider.
- 1.2. The transferral of the booking to a third party is strictly prohibited, even for a portion of the Guest's stay.

### 2. The Booking

- 2.1. The Guest is bound by all terms and conditions of this document during his/her stay.
- 2.2. No tenancy is created by the booking.
- 2.4. The bedroom in which the Guest is placed is subject to availability after ending of minimum stay booked. If the Guest wants to stay longer, he/she must contact the Provider for a renewal in advance and he/she is aware that if no notice of termination is sent by any parties, the booking becomes periodic which may incur in rent charges. **[Refer to Item 12 – Booking Renewal - Notice of Extension].**

### 3. Communication between the parties of the booking

- 3.1. All communication between Guest and Provider must be in writing by email, including updates, warnings and notice of termination.
- 3.2. The Provider may contact the Guest through the contact details provided (email and mobile number).
- 3.3. The Guest must provide his/her Booking ID in all communication with the Provider for prompt identification.
- 3.4. It is the Guest's responsibility to inform the Provider of any change in personal/contact details. The Provider will use these details to reach the Guest, if necessary. **[Refer to Appendix 01 - Contact List].**

### 4. Check-in

- 4.1. Check-in time is from 3pm.
- 4.2. If the Guest arrives at the accommodation before the pre-arranged time, he/she may need to wait for the Provider's representative to get the key and access the premises
- 4.3. If the Guest wants to report any condition upon check-in, he/she must send a condition report recording the details up to three calendar days after the check-in (it may include photos and videos). Otherwise, the Provider does not take any responsibility for any condition reported after that, and the Guest may be charged for any damage. The Provider



recommends the Guest attaches pictures to clearly illustrate the conditions described. **[Refer to Appendix 01 – Contact List]**

4.4. If the Guest faces any issue during check-in, and there is no Provider representative, the Guest may contact the Provider. **[Refer to Appendix 01 – Contact List]**

## 5. Rent

5.1. Rent covers Guest's cost of stay only. **[Refer to Item 9 - Extra Services]**

5.2. If the outstanding rent has not been paid within five working days, the Provider has not only the right to charge fees but also:

- a. Terminate the booking;
- b. Evict the Guest with reasonable notice;
- c. Engage debt collectors to assist with recovering the amounts owed, which could affect ability to rent properties in the future.

5.3. Fair Use Policy: The included allowance for electricity and water does not allow for excessive use. Guests may be asked to reduce usage or pay for excess usage if the consumption of water or energy is more than 110% of the average use for the accommodation.

## 6. Check-out Cleaning Fee

6.1. The check-out cleaning fee covers the administration fee and cleaning for check-out; however, the Guest must follow the check-out procedure. **[Refer to item 8.4 - Check-out procedure]**

6.2. The check-out cleaning fee does not affect the Guest's obligation to clean the house during the stay.

- a. For Student Residence and Hostel Plus accommodations, the Guest must clean according to the schedule provided by the Provider.

6.3. The check-out cleaning fee does not include carpet/floor cleaning. If there is any damage found during the check-out inspection, the Guest may be charged for carpet/floor professional cleaning. **[Refer to Appendix 02 – Fees and Charges Table]**

6.4. The check-out cleaning fee will be charged every time the Guest requests a bedroom or accommodation change and may vary according to the type of accommodation. **[Refer to item 11 – Changing of bedroom or accommodation]**

6.5. The check-out cleaning fee is compulsory and must be paid if the Guest requests to change to another bedroom or accommodation.



## **7. Ending the Booking – Notice of Termination**

7.1. The Guest may end the booking by giving notice of termination in writing by email to the Provider's department in charge informing check-out date. **[Refer to item 8 – Check-out].**

The notice of termination must be sent at least: 14 days before the check-out date for Student Residences or Hostel Plus; **[Refer to Appendix 01 – Contact List]**; 21 days before the check-out date for Studios or One-bedroom apartments. **[Refer to Appendix 01 – Contact List]**

7.2. On termination of the term, the Guest agrees to:

- a. Deliver vacant possession in accordance with the notice of termination;
- b. Deliver up all keys;
- c. Pay any unpaid rent/fee owed to the Provider.

7.3. The notice of termination may be given according to the described notice time and in compliance with the minimum stay agreed. Otherwise, it will be considered a breach of terms and conditions and charges may apply.

7.4. The termination of the booking by notice shall not affect in any way either party's right to compensation for breach of terms and conditions, nor either party's obligations to comply with the terms and conditions.

7.5. The Provider may also give a notice of termination on the same terms as the Guest.

7.6. Notice of termination not given in writing by email to the correct department in charge will not be considered by any parties.

## **8. Check-out**

8.1. Check-out date must be pre-arranged/accorded between the Guest and the Provider.

8.2. Check-out time is prior to 10am on the check-out date.

8.3. The Guest is not charged for the check-out date until 10am. If the Guest or his/her belongings are still on the premises after that, he/she may be charged as per the following:

- a. If the Guest checks-out between 10am – 11am, he/she will be charged a late check-out fee.
- b. If the Guest checks-out after 11am, he/she will be charged a compulsory late check-out administration fee and may be charged other daily fees such as transportation and also placement in an alternative accommodation if there is a new guest to check-in to the bedroom.

**[Refer to Appendix 02 – Fees and Charges Table]**



#### 8.4. Check-out procedure

8.4.1. The Guest will receive instructions written by email regarding check-out procedure, which includes (but is not limited to):

- a. Attend check-out date and time pre-arranged/agreed by either parties;
- b. Return the key(s)/keycard(s) (if any); **[Refer to Item 8.4.2. - Returning the keys]**
- c. Return all devices (such as heater or fan - if applicable) or bed linen (if applicable) in good working order and condition;
- d. Leave the premises in a neat and tidy condition;
- e. Remove all Guest's belongings from the bedroom and common areas, including rubbish and any furniture.

#### 8.4.2. Returning the key(s)

Returning the key(s) is the Guest's responsibility, and they must not be left in the bedroom or common areas not agreed with by the Provider

- a. For Student Residences and Hostel Plus, the Guest must return the key(s) into a key box located inside of the premises and according to the instructions sent in writing by the Provider.
- b. For Studios or One-bedroom apartments, the Guest must return the key(s) by leaving them on the desk inside the studio/one-bedroom apartment and according to the instructions sent in writing by the Provider.

8.5. If the Guest has any questions about check-out procedure, he/she may contact the Provider for further explanation in reasonable time before the check-out date. **[Refer to Appendix 01 – Contact List]**

#### 8.6. Check-out Inspection

8.6.1. The Provider will inspect the premises from 10am on the day of the check-out.

8.6.2. Any Guest's items (e.g. furniture, appliances, rubbish – but not limited to) left behind upon check-out will incur a fee for disposal. **[Refer to Appendix 02 – Charges and Fees Table]**

8.6.3. If any devices provided are not returned in good working order and condition (e.g. piece or item missing or dirty), the Guest will be required to pay the cost of replacement. The cost of replacement will be dependent on the device.

8.6.4. If key(s)/keycard(s) are not returned in the place instructed by the Provider or are lost, fees may be applied.

8.6.5. Fees may be applied for repair costs, if the Guest has caused any damage to the accommodation. The cost of repairing other items (e.g. walls, doors, flooring, etc.) will be dependent on the extent of damage.



8.6.6. The Provider has no responsibility for any belongings left on the premises and for any belongings left in an undesignated place.

8.6.7. The Provider may charge an administration fee to cover costs when contracting supplier(s) to repair any damage after check-out. This fee may be charged according to the expenses related to the service (including, but not limited to phone calls, total service amount, etc.). ***[Refer to Appendix 02 - Fees and Charges Table]***

## 9. Extra Services

9.1. Wireless internet (if provided) is a free service in the common areas of the premises. Water and electricity usage base charges, hot water system and cooking facilities are also provided for free. Any interruption to these services does not qualify for any deductions in rent or refunds.

9.2. Washing machines and clothes dryers (if applicable) are available in all accommodation and may be coin operated.

9.3. The Provider does not offer air conditioner or heater usage, even if pre-installed in the accommodation.

9.4. The Provider offers bed linen for all offshore guests which does not include blankets, either towels.

9.5. Airport transfer service is compulsory when booking CozyStay and it is not refundable at any time.



## ADDITIONAL TERMS AND CONDITIONS

### 10. Inspections

10.1. Inspections cover all premises of the accommodation (common areas and bedroom available for rent) and are scheduled according to the Provider's availability.

### 11. Changing of bedroom or of accommodation

11.1. If the Guest wants to change to another bed, bedroom or even to another accommodation owned by the Provider, he/she must send a change request in writing to the Provider **[Refer to Appendix 01 - Contact List]** with reasonable notice. Changes are subject to availability. Fees may be applied for changing of bedroom or of accommodation (e.g. Check-out cleaning fee, but not limited to).

11.2. The Guest is not allowed to change to another bed/bedroom or even to another accommodation owned by the Provider without written authorisation from the Provider. If the Guest occupies another place without authorisation, fees (e.g. Check-out cleaning fee, but not limited to) may be applied.

11.3. If the Guest wants to change to another type of bedroom or to another accommodation, a new rent fee may be applied. The Guest must be aware each type of bedroom/accommodation has its own fees (e.g. rent, etc).

11.4. The Guest may be required to follow a check-out procedure before changing to another bedroom or accommodation. **[Refer to Item 8.4 - Check-out procedure]**

11.5. The Provider reserves the right to move the Guest to another bedroom/accommodation according to occupancy needs, repairs and maintenance and to ensure a peaceful, safe and healthy environment and wellbeing for all Guests in the accommodation. The change may be to the same type of bedroom of similar standard, unless it is mutually agreed otherwise.

### 12. Booking Renewal – Notice of Extension

12.1. If the Guest wants to stay longer, the Guest must send a notice of extension in writing to the Provider. **[Refer to Appendix 01 - Contact List]**

12.2. The Provider suggests the Guest sends a notice of extension at least three weeks before his/her ending of the current booking. Place is subject to availability.

12.3. If availability is confirmed by the Provider and the Guest agrees to all terms and conditions, the Guest must sign the booking and pay any fee that may be required within 24 hours to guarantee the place.

12.4. If no renewal is set on time and the Guest does not send a notice of termination, the Guest may start a periodic booking, and he/she should be aware the Provider also may send a notice of termination.





12.5. The Provider may apply different conditions (e.g. different fees, terms and conditions) for the new booking.

### 13. Outstanding payments

13.1. If any payments are outstanding and if the Guest cannot be contacted within ten days of first attempt at contact in order to obtain payment of additional costs, debt collectors may be used to recover unpaid amounts. The Guest may also be placed on a Tenancy Database, which may cause difficulties if the Guest wishes to rent properties in the future. This may also affect the Guest's credit rating and ability to borrow money.

### 14. Booking Cancellation

14.1. If the Guest wants to cancel his/her booking after arrival, he/she must contact the Provider and also send a formal notification in writing by email. **[Refer to Appendix 01 - Contact List]**. Booking fee is not refundable at any time and cancellation policy must be checked with guest's agency/school.

14.2. The Provider may contact the Guest to inform him/her of all fees that will be charged in up to five business days.

14.3. The Provider may also apply other fees (e.g. costs of disposing of any goods or property left behind – not limited to) if check-out procedure is not done in accordance with the instructions sent by the Provider, **[Refer to item 8.4. - Check-out Procedure]**, and the Guest may be notified after check-out.



## HOUSE RULES

- House Rules are a supplement to Terms and Conditions of this document.
- The Guest is required to comply with the House Rules during his/her stay.
- If the Guest does not comply with House Rules, disciplinary action may be taken including, but not limited to, written warnings, termination of booking and eviction.

### 15. Rules of Conduct and Behaviour

- The Guest must not organise or participate in any parties in the accommodation.
- The Guest reserves the right of a state of quiet enjoyment of the premises at any time.
  - a. Noise must be kept to a minimum in and around the accommodation between the hours of 9pm and 8am.
  - b. If the Provider receives a complaint from other Guests or neighbours in the surrounding residential area about noise and anti-social behaviour, disciplinary actions will be taken.

#### 15.1. Alcohol Policy

- a. The Guest must not consume alcohol between 9pm and 8am in any premises.
- b. Alcohol must be consumed responsibly and must not negatively impact other Guests or neighbors.
- c. Alcohol must not be consumed immediately outside the accommodation, in any of its entrances, exits or surrounding areas of the premises at any time.
- d. Any instances of anti-social behaviour will be investigated by the Provider and failure to comply may lead to disciplinary actions.

#### 15.2. Drugs and Illegal Substances Policy

- a. Drugs or illegal substances and any equipment for their use are prohibited. This includes, but is not limited to, possession, cultivation, usage and selling.
- b. Disciplinary action including, but not limited to, termination of booking and reporting to authorities will be taken for any guest who is found possessing, using or in the presence of illegal substances.
- c. This includes the areas inside, outside and surrounding the accommodation.

#### 15.3. Smoking Policy

- a. There is to be no smoking of any substance within the accommodation or immediately outside.
- b. Any Guest who does not comply may be charged fees, including, but not limited to, a professional cleaning service and carpet/floor professional cleaning. Disciplinary action may also be taken.



#### 15.4. Visitors

- a. Visitors are the responsibility of the Guest. The Guest will be accountable for any misconduct, injury to any person or damage to the accommodation caused by his/her visitors.
- b. Only one visitor per Guest at any time is allowed.
- c. All house rules apply to visitors, and visitors may be asked to leave immediately if they fail to comply.
- d. Visitors are permitted between 10am and 9pm only.
- e. Visitors are forbidden to stay overnight in any area of the accommodation. This includes, but is not limited to, if Guests occupy a single room in the accommodation. If a visitor is on the premises out of the period permitted overnight fees may be applied, and a notice of termination may be issued to the Guest. *[Refer to Appendix 02 – Charges and Fees Table]*
- f. The Guest must supervise his/her visitor at all times in the accommodation.

#### 15.5. Gambling Policy

- a. It is forbidden to gamble in the accommodation.
- b. If the Guest fails to comply, fees and disciplinary actions may apply

#### 15.6. Conduct and Behaviour Policy

- a. The Guest must respect the rights of all other Guests in the accommodation and of any other person. Any behaviour that is considered disruptive, abusive or threatening or any misconduct will not be tolerated. This includes intense or repetitive behaviour that is a threat to the safety, wellbeing and health of others and/or causes damage to the Provider or other Guests. Such behaviour will be considered as a breach of the terms and conditions and disciplinary action including termination of the booking and eviction will be taken.
- b. Behaviour that may be seen as threatening or intimidating or causes fear for personal safety is not permitted. This includes all people including, but not limited to, the Guest, Provider and visitors. This behaviour may include:
  - i. **Harassment:** unwelcome behaviour that may intimidate, offend or humiliate.
  - ii. **Sexual Harassment:** any unwelcome behaviour of a sexual nature that may offend, humiliate or intimidate. This includes unwelcome requests for sexual favours and any conduct that a reasonable person would know to be offensive.
  - iii. **Bullying:** unreasonable behaviour that may include verbal or physical abuse, offensive language, yelling or screaming or cyber bullying or behaviour that humiliates, intimidates or abuses any individual or group.
  - iv. **Cyber Bullying:** Using technology such as the internet, mobile devices or cameras to bully.



- v. **Discrimination:** treating an individual or a group less favourably based on things such as race, age, gender other than individual merits.
  - vi. **Hazing:** Any form of initiation into any organisation which may cause physical or mental damage to any person's wellbeing.
- c. Negative behaviour towards any person based on race, sex, sexual orientation, gender identity, relationship status, age, disability or political or religious beliefs will not be tolerated. Allegations of such behaviour may lead to eviction and/or reporting to authorities:
- i. Any violence or harassment must be reported to the Police. The Guest may also contact a Community Legal Centre who may direct the Guest to support services. **[Refer to Appendix 01 – Contact List]**
- d. The Provider is not responsible for any personal belongings at any time. The Guest must not leave any personal belongings unattended in the common or surrounding areas of the accommodation. In addition, the Guest may not leave them unattended in another Guest's space as loss may occur for which the Provider is not responsible.
- e. The Guest must look after the house, appliances and furniture. The Guest will be charged for the repair or the replacement of any damaged item, even if unintentionally damaged. **[Refer to Item 15.13 – Damage and Loss]**
- f. In the case of a theft of personal belongings, the Guest should contact the Police. **[Refer to Appendix 01 – Contact List]**

#### 15.7. Accommodation Access and General Security

- a. The Provider values and provides a safe and secure environment, offering CCTV cameras in the common areas in most of its accommodation (recording 24 hours a day) and a range of procedures in place to ensure this. However, Guests must take the following measures to maintain a standard level of security:
  - i. Keys are for individual use only and must not be left unattended, neither be shared with other Guests or visitors at any time.
  - ii. When leaving the bedroom, all doors and windows must be locked. Guests are reminded also to lock the main door of the accommodation.
  - iii. Guests must not allow anyone to follow them into the accommodation. Access to the accommodation is restricted to Guests only, and all Guests have been provided with a key.
  - iv. Guests must not obstruct access to fire exits, wheelchair ramps, accommodation access points or bedroom/accommodation doors.



- v. Guests must report any suspicious people or behaviour to the Provider's Support Team; trespassers and any persons deemed to be unauthorised by the Provider will be asked to leave the accommodation immediately.
  - vi. Guests are strictly prohibited to use accommodation premises (inside, outside and surrounding areas) for working/sole trader business purpose, which includes home-based business and retail (but not limited to). Failure to comply may lead to disciplinary actions, fees and termination of the booking.
  - vii. Guests are responsible for the security of the premises.
  - viii. The Provider does not take any responsibility for any injury, illness, loss, damage or death to the Guest at any time.
- b. The Provider may have appointed a representative in the accommodation (e.g. House Manager) to manage the accommodation, and the Guest may be required to comply with this representative's requests in relation to cleanliness and behaviour.

#### 15.7.1 Loss of Key(s):

- a. If a Guest is locked out of the accommodation or loses the key(s), he/she must:
  - i. Call the Provider. Fees may be applied. **[Refer to Appendix 01 – Contact List and to Appendix 02 – Charges and Fees Table]** or;
  - ii. Call a locksmith service. The costs of the service must be fully covered by the Guest. For after-hours enquires, the Guest must consider this option only.
- b. The Guest is responsible for the cost to replace any locks broken during his/her stay and not reported on the Conditions Report.

#### 15.8. Premises Inspections and Access to Guests' Bedrooms

- a. The Provider may conduct inspections of the premises without notice to identify potential issues and hazards and ensure that health, safety and cleanliness standards are maintained at the required level.
- b. The Provider reserves the right to enter into the accommodation for repairs, maintenance or to replace any item within a reasonable timeframe.
- c. After a notice of termination is sent, the Guest agrees the Provider can present the bedrooms/premises for inspections.

#### 15.9. Bedroom and Accommodation Maintenance

- a. Any maintenance requests must be reported in writing to the Provider. **[Refer to Appendix 01 - Contact List]**



- b. Guests must not carry out any maintenance including, but not limited to, replace electrical, plumbing, heating, security equipment, glass or any other items in the premises. Keys may be replaced according to Item **18.7.1. Loss of Keys**.
- c. The Provider reserves the right to change the layout of the premises at any time with 48 hours' notice.

#### 15.10. Cleanliness

- a. The Guest must maintain the cleanliness and hygiene standards of the accommodation.
- b. Any cleanliness issues or complaints regarding unhygienic areas or risks to health and safety may result in professional cleaning being required; this cost will be payable by the Guest (minimum of two hours' service). **[Refer to Appendix 02 – Charges and Fees Table]**
- c. No cleaning must be done between 10pm and 8am.
- d. The Guest is responsible for the appropriate and safe use of cleaning products to ensure his/her health and safety.

##### 15.10.1 For Student Residences and Hostel Plus:

- a. The Guest must follow a cleaning schedule to keep the common areas tidy and clean during his/her stay.
- b. The Guest must clean the bedroom on a weekly basis during his/her stay.
- c. The Provider provides basic cleaning products only - which does not include hygiene items such as: toilet paper, hand soap, shampoo, etc.
- d. Plates, cutlery and general dishes should be returned washed and dried to the designated areas immediately after use.
- e. The Provider may provide a professional cleaning service periodically in the accommodation for free. Frequency may vary, and it does not override the Guest's obligation to clean the bedroom/common areas according to the described schedule.

##### 15.10.2 For Studios/One-bedroom apartments:

- a. The Guest must keep the accommodation clean and tidy, including, but not limited to, the carpet. The Provider does not provide any basic cleaning or hygiene products.

#### 15.11. Garbage Disposal and Recycling

- a. All garbage bins must be emptied regularly and any other rubbish disposed of.
- b. No garbage that does not fit in the bins is to be left outside the accommodation.
- c. No item, including garbage, is to be thrown from windows or balconies (if applicable).



- d. Guests who have garbage chutes must not place glass, sharp or bulky items, cardboard boxes or open food containers in them.
- e. Guests who have recycling bins must use them correctly according to local council regulations.

#### 15.12. Accommodation Appearance and Modifications

All areas of the accommodation are required to be clean and presentable at all times:

- a. Posters and flyers are not to be put anywhere in the premises.
- b. Balconies and stairs are not to be used for hanging laundry or towels.
- c. Furniture provided is not to be moved from the area, and the Guest is forbidden to bring any additional furniture or electrical items into the accommodation (e.g. mattresses, sofas, BBQ etc). Any such item found in the accommodation may be disposed of by the Provider, and the Guest will be charged. **[Refer to Appendix 02 – Charges and Fees Table]**
- d. Any items that cause scratches, holes or marks to any part of the accommodation including, but not limited to, walls and ceilings, are not permitted.

#### 15.13. Damage or Loss

- a. Any damage must be immediately reported in writing to the Provider. **[Refer to Appendix 01 - Contact List]**
- b. All equipment and furniture provided is to be taken good care of by Guests and their visitors. If any equipment, furniture, carpet or flooring is damaged or stolen, disciplinary action may be taken. The Guest may also have to pay additional charges, even if the action was unintentional.
- c. Costs for damage that occurs in the Guest's bedroom will be paid for by the Guest. Costs for damage in common areas will be divided equally amongst all Guests unless one Guest admits responsibility.
- d. An invoice for damage or loss will be sent to the Guest and must be paid within seven days.

#### 15.14. Vehicle Parking

- a. The Provider does not offer parking for any type of vehicle (e.g. cars, bicycles, motorcycle - but not limited to) in or surrounding the accommodation premises.



- b. The Provider is not responsible for the security or any damage sustained to any vehicle left in or surrounding the accommodation premises.
- c. If the Guest does not comply with the Vehicle Parking conditions, fees may be applied.

#### 15.15. Pets

- a. No pets are allowed in the accommodation, except for guide or hearing dogs. This includes fish.
- b. The Guest will be asked to remove any pet found on the premises and pay a fee for carpet cleaning and for any damage caused. **[Refer to Appendix 02 – Charges and Fees Table]**
- c. There will be follow-up inspections, and the Provider may contact the RSPCA to assist with removal of the pet.
- d. If the Guest does not comply, this may lead to disciplinary action, fees and/or termination of the booking.
- e. No pet or animal may be fed within or surrounding the premises.

#### 15.16. Pest Control

- a. The accommodation must be kept clean and Guests must take appropriate measures to prevent pest infestations.
- b. Any suspected pest infestation such as bed bugs, must be reported immediately to the Provider **[Refer to Appendix 01 – Contact List]**:
  - i. When checking-in to the accommodation, if there is any evidence of pests, it must be reported on the Condition Report upon arrival. **[Refer to item 4 – Check-in]**
  - ii. The Guest will be charged for the cost of eradication if any infestation is caused by him/her during his/her stay. **[Refer to Appendix 02 – Charges and Fees Table]**
- c. If treatment of an infestation is required, the Guest must prepare the accommodation as per the Provider's instructions.
- d. The Guest is aware that bringing any items (e.g. furniture and appliances) may cause an infestation and he/she may be charged for disposal of the item(s) and also the cost incurred to eradicate the infestation.
- e. The Provider does not take any responsibility for the cost/replacement of personal belongings caused by an infestation (e.g. washing clothes, medicines, accommodation but not limited to).

#### 15.17. Mould Prevention

In order to prevent mould, the Provider recommends:





- a. Let in fresh air by opening windows and doors when the Guest is in the premises; **[Refer to Item 15.7 - Accommodation Access and General Security]**
- b. Avoid using heaters for an excessive length of time;
- c. Turn on exhaust fans, particularly when bathing, showering, cooking, doing laundry and drying clothes.

If the Guest finds any mould on the premises, he/she must report this to the Provider immediately.

- a. Any mould found upon check-in must be reported on the Condition Report upon arrival. **[Refer to item 4 - Check-in]**
- b. The Guest will be charged for the cost of eradication of any mould caused by him/her during his/her stay. **[Refer to Appendix 02 – Charges and Fees Table]**

#### 15.18. Electrical Equipment and Safety

In order to safely and efficiently operate electrical systems, Guests must:

- a. Switch off any electrical items not in use. Unattended items will be turned off, and they may be removed by the Provider. The cost of disposal will be charged to the Guest. **[Refer to Appendix 02 – Charges and Fees Table]**
- b. Not use any cooking devices including, but not limited to, electric woks, frying pans, hotplates, kettles and rice cookers outside the kitchen. All cooking must be done in the kitchen.
- c. Report any problems with electrical equipment to the Provider immediately.

#### 15.19. Fire Safety

- a. Open flames, candles, incense and any kind of coils are forbidden in or around the accommodation.
- b. Guests must not leave cooking equipment, fans or heaters unattended. Flammable items must be kept away from them.
- c. Unattended items may be removed, and the Guest will be charged for their disposal. **[Refer to Appendix 02 – Charges and Fees Table]**
- d. Cooking appliances must only be used and kept in the kitchen, not in bedrooms. They increase the risk of fire and also cause problems with ventilation and cleanliness.
- e. Electrical items used in the bedroom, including, but not limited to, heaters, are the Guest's responsibility. The Guest must take care not to cause fire, for example by clothes that may fall on the heater.
- f. Tampering with fire equipment is forbidden. Guests may not alter or damage signage, alter the use of doors, impede the operation of smoke detectors or fire blankets or discharge fire extinguishers when there is not a fire.



- g. If smoking indoors causes smoke alarms or sprinklers to go off, the Guest may be charged for cleaning and for any alarm call out fee from the Fire Brigade. **[Refer to Appendix 02 – Charges and Fees Table]** Alarms and sprinklers may be activated by, but not limited to, burnt toast, cooking fumes and aerosol sprays.

#### 15.20. Privacy

The Provider must comply with the Privacy Act 1988 including the Australian Privacy Principles. This includes protecting the Guest's personal information. The provision of personal information by the Guest allows the Provider to use and disclose this information for the following purposes:

- a. Providing accommodation and other products and services to the Guest.
- b. Sending information about the Provider, including marketing and promotional information and special offers which may be of interest to the Guest.
- c. For marketing and promotional activities.
- d. Sharing the Guest's personal information between Provider Group members.
- e. To request feedback on the Provider's products and services.
- f. Provision of this information to third parties for the above purposes.

#### 15.21. Filming and Recording

No audio or video recording of private/non-public meetings may be made by Guests or their visitors without the full knowledge and consent of all people involved.

#### 15.22. Feedbacks, Complains and Dealing with Issues

- a. The Provider offers 24/7 support.
- b. If the Provider cannot resolve the issue due to the need for further investigation or other reasons, the Provider will attempt to respond within three working days.
- c. Guests experiencing any issues in the accommodation must report them to the Provider in a timely manner. The Provider welcomes any feedback the Guest may have and suggests any notifications to be sent via email. **[Refer to Appendix 01 – Contact List]**
- d. The Provider will conduct investigations with all the parties involved and take appropriate actions.
- e. If after investigation it becomes evident that behaviour or conduct which has taken place is in breach of the terms and conditions or these House Rules, the Provider will take disciplinary actions towards applicable parties.
- f. Except in circumstances of serious misconduct or a material breach of the terms and conditions or these House Rules, the Provider will issue a warning letter (or a series of



warning letters) either by email or in writing, notifying the Guest of their misconduct or breach and outlining the corrective actions required to remedy the breach within the specified timeline.

- g. If a Guest is found repeatedly breaching the terms and conditions or these House Rules or not undertaking the requested corrective actions, he/she may be issued with a notice of termination and the booking may be terminated.
- h. In case of a serious misconduct or a material breach of the terms and conditions, a Guest will be evicted without warning and some instances of serious misconduct may be reported to the authorities. Fees may be applied.

#### **15.23. Emergencies**

**Emergencies that require Police, Fire Brigade or Ambulance, call 000 immediately and directly.**

For the Provider's action purpose, emergencies are considered any situation in which the Guest is unsafe and experiencing a dangerous situation that requires immediate action. In those cases, the Guest may contact the Provider through:

- a. Business hours - Monday to Friday from 9am to 5pm, contact: 1300 852 254
- b. After hours or during holidays\* - 0468 951 096

The Guest must be aware that after-hours numbers must not be used for non-urgent issues that can wait until the following day. Disciplinary actions may apply to Guests found repeatedly misusing the after-hours support contacts.



## APPENDIX 01 – Contact List

APPENDIX 01 - CONTACT LIST	
Friendly Reminder: 2Stay business hours are Monday to Friday from 9am to 5pm (AEST time). Australian holidays are considered after hours.	
UPDATING PERSONAL DETAILS/CONTACTS	<a href="mailto:INFO@2STAY.COM.AU">INFO@2STAY.COM.AU</a>
FEEDBACKS, COMPLAINTS, DEALING WITH ISSUES	
NOTICE OF EXTENSION - RENEWAL	<a href="mailto:HAPPY@2STAY.COM.AU">HAPPY@2STAY.COM.AU</a>
CHANGING OF BEDROOM/ACCOMMODATION	
NOTICE OF TERMINATION	<a href="mailto:DEPARTURE@2STAY.COM.AU">DEPARTURE@2STAY.COM.AU</a>
CHECK-IN ISSUE	Business Hours: 1300 852 254
	After Hours: 0468 951 096
CONDITION REPORT	<a href="mailto:SUPPORT@2STAY.COM.AU">SUPPORT@2STAY.COM.AU</a>
MAINTENANCE & DAMAGE OR LOSS (e.g. loss of key)	
PEST/MOULD REPORT	
CHECK-OUT PROCEDURE	
PAYMENTS (RENT, EXTRA FEES/CHARGES, OUTSTANDING)	<a href="mailto:AR@2STAY.COM.AU">AR@2STAY.COM.AU</a>
2STAY EMERGENCY CONTACT	
BUSINESS HOURS	<a href="tel:1300852254">1300 852 254</a>
AFTER HOURS	<a href="tel:0468951096">0468 951 096</a>
AUSTRALIAN EMERGENCY NUMBER - FIRE   AMBULANCE   POLICE - DIAL 000	



## APPENDIX 02 – Fees and Charges table

APPENDIX 02 - FEES AND CHARGES TABLE	
<b>COMPULSORY FEES/CHARGES</b>	
<b>Airport transfer</b>	
Please, check airport transfer fees/charges with your agency/school.	
<b>Check-out Cleaning Fee*</b>	
_Student Residences/Hostel Plus:	\$50 - PAID ONCE*
_Studios/One-bedroom apt.	\$80 - PAID ONCE*
<b>Note that:</b>	
*If the Guest requests a change of room/accommodation, a Check-out Cleaning Fee will be charged every time according to each new accommodation.	
<b>EXTRAS FEES AND CHARGES</b>	
The costs below are a guide only and are subject to change. Costs may change depending on the specification of some items or the extent of damage.	
<b>CLEANING</b>	
<b>Professional Cleaning Service</b>	\$30 per hour (min. 2 hours service)
<b>Carpet/Floor Professional Cleaning</b>	\$100 up to \$ 300
<b>Disposal of left behind items</b>	\$20 per bag
<b>Disposal of furniture</b>	Up to \$100 per item
<b>PEST/MOULD CONTROL OR ERADICATION</b>	
The cost will be dependent on the extend of the pest/mould.	
<b>REPAIRS &amp; REPLACEMENTS</b>	
The cost of repairing or replacing items/devices will be dependent on the extent of the damage.	
<b>LOSS KEY CALL-OUT FEE</b>	\$150 up to \$250
<b>FIRE ALARM FEE</b>	
If the Guest is responsible for setting off the fire alarm in the accommodation, the charge will be passed on to him/her (even if it is a false alarm or non-intentional). This fee is different in each state and may be up to AUD2000. The exact cost will be confirmed when the invoice is issued by the fire brigade.	
<b>VISITOR'S OVERNIGHT</b>	\$100



LATE CHECK-OUT	
Late Check-out Fee	\$35
Late Check-out Administration Fee	\$150
Extra Charges, e.g.:	
_Transport:	\$20 up to \$100 per day
_Placement:	\$50 up to \$170 per day
CHECK-OUT ADMIN FEE	
Check-out administrative fee will be an extra 15% of the total expenses in addition to the expenses charged	
BOOKING'S CANCELLATION POLICY	
Please, check cancellation policy with your agency/school.	

