

# Hilton Surfers Paradise House Rules

Dear Guest,

We look forward to welcoming you to Hilton Surfers Paradise.

Our team is here to assist you in any way possible. We are committed to ensuring the comfort and safety of all guests over the Schoolies period. We hope the below information and house rules assist you in planning and preparing for a memorable experience at Hilton Surfers Paradise.

**The acknowledgement section of this document should be signed and dated. It must be passed to the Front Desk in exchange for your room keys upon arrival at the hotel.**

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I agree to be bound by the following House Rules. Breaches of these rules may result in the forfeiture of any bond held, and/or eviction, with refunds at the sole discretion of management.

**This accommodation house is a licensed premise and is subject to all statutory obligations outlined in the *Liquor Act 1992* which includes the responsible service and consumption of alcohol. This accommodation house also operates in a fair and ethical manner and will protect your rights as a consumer in line with the following conditions.**

Please note that when we refer to a "guest" &/or "guests" in these rules, we are referring to all the Occupants of a Residence. All guests are jointly & severally liable for the actions of any and all guests in each Residence. This means that, if one of the guests in a Residence causes damage and/or Breaches the house rules; all guests in that Residence will be held responsible and will be subject to whatever action is considered necessary by management. A first and final warning will be issued to guests who breach the house rules. Management reserves the right to evict any person(s) in breach of house rules without warning. Management reserves the right to refer any matter(s) to the police.

Managers will not evict guests under the age of 18 without contacting the parents or guardian and will allow the evictee to remain on the premises until collected.

## **Magic**

Magic is the hotels dedicated hotline to assist with your every need. If there is anything you require or need assistance with, please simply press MAGIC and we will do our very best to accommodate you. The MAGIC line is available 24 hours a day.

## **Identification**

You are required to always carry your issued photo identification card. Security will be monitoring the entry of all hotel doors and elevators, without this you will be unable to gain access.

## **Room Keys**

Upon arrival, we will issue one key to each room occupant to enable you access as required. Please note that you will need to swipe your keys in the elevator to gain access to your respective floor.

Only the floor of your room can be activated. Upon departure, please note that reception requires the return of all keys. A charge of \$30.00 will be imposed for any unreturned keys.

### **Non-smoking**

We are a 100% Non-Smoking hotel. Smoking is not permitted inside any area of the building. Designated smoking areas are available outside the hotel.

### **Hilton Dress Requirements**

In accordance with Hilton's house policy and Occupational Health & Safety, foot wear must be worn at all times whilst on the premises. When in hotel lobbies and other public areas including accommodation floor corridors; both upper and lower body clothing must also be worn at all times.

### **Safety & Security**

We have 24 hour security on site at all times. Our officers are well experienced and trained in the delivery of First Aid. We also have CCTV cameras throughout the entire complex including elevators, car parks, entrances, and in the public areas. All room doors and windows are to be securely fastened when the Residence is left unattended. Management reserves the right to enter the Residence to fasten the same if necessary. Throughout the Schoolies period we are also very pleased to welcome Red Frogs to the hotel. These volunteers are here to help you and look forward to meeting you throughout the week. If you require assistance from Security and/or Red Frogs, please dial MAGIC from your room.

### **Visitors & Unregistered Guests**

As the registered room occupant you are responsible and accountable for any visitors or unregistered guests you bring to the hotel or allow in your room. These House Rules apply to all visitors. A maximum of 2 visitors per room are permitted on site at any time and only between the hours of 8am and 6pm. Only the registered room occupants are permitted in hotel rooms and on site from 6pm until 8am. Unregistered guests and visitors are not permitted on the Pool Deck or in the hotel swimming pools at any time. Visitors and/or unregistered guests to the hotel will be asked on arrival to surrender their photo identification. This will be held by Security until the visitor and/or unregistered guest departs.

### **Pool Deck & Spa**

Glass of any nature including but not limited to drinking glasses, bottles etc, are not permitted on the pool deck or in the spa at any time

Failure to adhere to this will result in your removal from the area. This is for your safety and the safety of other guests.

### **Facilities**

The building facilities, including swimming pools, sauna and spas, shall be used only between the hours of 6am and 10pm. (Please note that these hours can be changed at Management's discretion). No drinks or food are to be taken into the indoor pool area or within the immediate vicinity of the outdoor pool. Guests under the age of 18 consuming liquor will be asked to vacate the area and alcohol will be confiscated.

## Housekeeping

Hilton Surfers Paradise respects your comfort and privacy. We will be visiting your room daily to clear all rubbish and to complete general cleaning. We would appreciate if all rubbish can be bagged and secure, allowing easy removal by our team. During the daily cleaning of your room, regular inspections will be conducted to ensure the condition of the room and furnishings are in a fit state for the comfort and security of our guests. Management, staff and/or Security reserve the right to enter Residences, at its discretion, without notice. To avoid additional cleaning charges, all guests are required to keep and leave the Residence in a good condition and, on check-out **remove all rubbish** and ensure all dishes are washed and put away. Any damage or breakages are to be reported immediately to Reception. All damage and/or breakages are to be paid for by the responsible persons, or will be deducted from the bond. Housekeeping Services over and above the standard exit clean will incur an additional cleaning fee of \$75.00 per hour, which will be deducted from the bond.

## Noise

Kindly be reminded that the hotel is operating at a very high occupancy. We have a large number of families and children staying, as well as our frequent and loyal guests. Noise must be kept to a minimum at all times. Excess noise from radios, stereos, TV's, voices, slamming doors etc is to be avoided at all times, particularly when in the hotel lobby areas and guest corridors. This includes returning to the hotel late at night. Shouting or other loud noises from doors, balconies or windows is not permitted at any time. Management reserves the right to confiscate any item that is used to make excessive noise. After 10pm no noise is to be audible outside of your room. If necessary, close doors, windows and balcony sliding doors to ensure this.

## Balconies

All hotel balconies are under **24 hour surveillance**. Any breach of house rules pertaining to balconies will likely result in the immediate eviction of ALL registered occupants, irrespective of who was at fault. No item is to be thrown or dropped from any balcony, door or window – either accidentally or on purpose. Failure to comply with this rule will likely result in police attendance and the eviction of all occupants of the Residence. Not only can you seriously hurt someone including potential death, but it is also illegal and may result in criminal charges. **Climbing or moving in between balconies from one room to another will also likely result in immediate eviction from the hotel. This is for your safety and the safety of other guests.**

## No Party Policy

Hilton Surfers Paradise has a zero tolerance policy on parties being held in the residences. A party being defined as:

- **Any situation where the maximum number of guests allowed per apartment is exceeded**
- **Any situation where the noise level from the apartment is deemed too high thereby disturbing other hotel guests or residents**
- **Any situation whereby excessive traffic to/from the residence is identified**
- **Any situation where it is deemed that intoxication is occurring**

- **Any situation where it is identified that excessive alcohol is present**

In the event that any room is identified as having a party, the hotel reserves the right to immediately request all occupants of the apartment up to, and including, the guest who has registered for the apartment to vacate the premises. In the event that an eviction does occur, the registered guest will be charged for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture, as well as for any required repairs.

### **Alcohol & Substances**

Any person found in the possession of illegal drugs will be reported to the police immediately as there is a very strict policy of “zero tolerance” regarding this issue. Registered guests under 18 years of age are not permitted to bring alcohol or drink alcohol in the hotel. Proof of age will be requested as per the Liquor Act. Hilton Surfers Paradise does not allow excessive levels of alcohol to be brought on to the Hotel premises. Excessive alcohol being defined as;

- Cases/cartons of beer etc
- Multiple bottles/cases of spirits/wine

In the event that a guest, or any persons associated with that guest, are identified as bringing excessive amounts of alcohol on to the property, that person will be requested to either relinquish that alcohol to the Hotel or remove it off of the premises. It will be stored in safekeeping for their retrieval on departure.

### **Damage**

Careless or wilful misuse of, or damage to, lifts, fire equipment or any other part of the building, will likely result in immediate eviction as well as police involvement. Should the lift break down, requiring the call out of a repairman, and that repairman advises that the break down was a result of overloading and/or misuse, the guest/s responsible will be held accountable. If you are caught misusing the Fire stairs in any way you will likely be evicted from the Hotel.

### **Eviction**

Hilton Surfers Paradise reserves the right to immediately evict any guest, visitor or member of the public for the following reasons, but not limited to:

- **Intoxication and/or unsavoury/lewd behaviour**
- **The throwing of objects over the hotel balconies - (POLICE WILL BE CALLED & YOU MAY BE CHARGED WITH A CRIMINAL OFFENCE)**
- **Climbing or moving between balconies**
- **Spitting over the balcony**
- **Indecent Exposure**
- **Wilful damage to hotel and/or resident property**
- **Physical or verbal assault/abuse on the hotel staff, other guests, or residents**

- **Any behaviour deemed as a potential safety threat to others**
- **Any breach of the alcohol or party policies**
- **Any incident for which the police are required to attend**

In the event that an eviction of any nature occurs, the registered guest involved and/or all room occupants will be asked to pack their belongings. They will be escorted by Security to the ground floor lobby whilst the parents/guardians and (if necessary) the police are notified. Evicted guests will not be permitted to leave this area until the parent or guardian has arrived. The exception to this is if police require the responsible person/s to accompany them offsite.

Please also note that in the event of an eviction, the registered guest/s, and their associates and visitors, will not be able to make future reservations at Hilton Surfers Paradise. In the event that any person requested to vacate the hotel premises fails to adhere to this request, the police will be called which may result in further action being taken against the person/s in question. (NO REFUNDS WILL BE GIVEN FOR AN INCIDENT OF EVICTION).

### **Emergency**

Guest agrees to provide staff and/or parent/guardian with full authority to administer first-aid as deemed necessary in the event of an emergency which may include calling an ambulance.

# Acknowledgment of Receipt

I \_\_\_\_\_ acknowledge that I have received, read and understand the information and rules outlined in the "Hilton Surfers Paradise House Rules".

Having read these, I agree to abide by the rules and regulations as set out in the house rules. I also acknowledge that the house rules presented by my booking agent apply and I agree to abide by these also.

I agree to the terms and conditions surrounding of these house rules, and understand that these may be varied at any time by Hilton Surfers Paradise.

I am aware of what is expected of me as guest at Hilton Surfers Paradise. I agree to behave in a manner that will ensure the comfort and safety of myself, other room occupants, fellow guests, visitors, and the staff of Hilton Surfers Paradise.

Singed: \_\_\_\_\_

Date: \_\_\_\_\_

***Reminder:*** This "Acknowledgement of Receipt" must be signed by each individual guest and surrendered to the Front Desk upon arrival at Hilton Surfers Paradise. Failure to complete and return this form will result in no access to the hotel.