

House Rules

Mantra Towers of Chevron



Dear Guest,

We look forward to welcoming you to Mantra Towers of Chevron.

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 and safe experience.

1. All guests of Mantra Towers of Chevron agree to abide by the Mantra Towers of Chevron House Rules;

- Accept full financial responsibility for any damage caused to the apartment and its contents and any common areas and the rectification of such damages.
- Agree that registered guests take full responsibility for the actions of any visitors, including damage caused to the apartment and its contents and any common areas and the rectification of such damages.
- All guests will be asked to supply photo ID upon arrival.
- All guests will be required to read and sign a copy of the House Rules. All guests will agree to be bound by these rules during their stay.
- Visitors of registered guests are not permitted in apartments or public areas between 5pm and 9am. Outside these times visitor numbers are restricted to two (2) per apartment at any one time. Parties are strictly prohibited at any time. The Resort reserves the right to refuse entry to any visitor.
- Visitors of registered guests will be asked to supply photo ID to Mantra Towers of Chevron upon arrival and a Registered Building Pass.

2. Registered guests and their visitors will respect privacy and comfort of other Mantra Towers of Chevron guests by ensuring that;

- Acceptable and appropriate noise levels are maintained at all times.
- The actions and behavior of your visitors do not disturb any other guests directly or indirectly for any reason.
- Under no circumstances will any yelling from balconies or windows be permitted.

3. Abide by the following safety regulations;

- No glass allowed in any public areas.
- Careless and/or deliberate activation of Resort Fire Alarm System, (including but not limited to in-room alarms, corridor manual call points, fire hoses, extinguishers and sprinkler systems) will be reported to the authorities who will impose a fine.
- Under no circumstances are guests to use Fire Escape Stairwells other than in the event of an emergency. Unauthorized use or obstruction of fire escape stairwells will result in immediate eviction and may result in a fine being imposed by the authorities.
- Under no circumstances are any items to be hung, thrown or dropped from the balconies or windows. Breach of this condition will result in immediate eviction and possible criminal charges.
- No use or projection of laser lights or pens will be permitted from apartment interior, balconies or windows.
- Pool, spa and gym rules are to be followed at all times.
- Guests and visitors agree to provide staff with full authority to administer first-aid as deemed necessary in the event of emergency which may include calling an ambulance.
- Careless or deliberate misuse of lifts may result in a fee and/or immediate eviction.

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4. Balcony Safety - Registered guests take full responsibility to ensure their registered guests and visitors promote the safe use of balconies at all times and include

- NO climbing or hanging from balconies or windows
- NO items to be hung, thrown or dropped from the balconies or windows
- NO parties or large gatherings to be held on balconies
- NO glassware
- NO overcrowding
- NO signs to be hung or displayed from the balconies or windows
- No nudity permitted in public view or from balconies

5. The Resort is an unlicensed premise and abides by all statutory obligations outlined in the Liquor Act. This will include, but not be limited to the following conditions:

- Alcohol will be confiscated from anyone less than 18 years of age. This will include alcohol being provided to guests or visitors who are under the age of 18 year of age, or alcohol being consumed in common areas.
- No alcohol is to be consumed in any common area including, corridors, the lobby, lifts or around an recreational area.
- The consumption of illegal substances (which includes alcohol for those under the age of 18 years of age) is not permitted under any circumstances anywhere on the Resort.

6. Maintenance of original condition of Mantra Towers of Chevron asset;

- All guests agree to ensure the allocated apartment is returned in the same condition as at time of initial occupation. In the event this is not the case the registered guests will bear the expense of appropriate rectification as deemed reasonable by Mantra Towers of Chevron.
- Any damage or breakages MUST be reported immediately.
- Apartments may be checked, therefore apartments are expected to be kept tidy and presentable at all times.
- Upon departure, please note charges will apply for lost keys, re barreling or unreturned keys.
- Crockery, utensils and furniture must NOT be taken from one apartment to another.
- All rooms are fully self-contained apartments and do not include daily servicing. Toilet rolls and towels will not be replenished/replaced during your stay.
- Bath towels and linen has been supplied, this does not include swimming towels. Refresh of towels and linen will not be provided.
- Housekeeping services will incur a mandatory additional charge.
- Regular inspections may 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 rooms, at its discretion, without notice.
- To avoid additional cleaning charges on check out, all guests are required to keep and leave the room in a good condition and, on check-out remove all rubbish and ensure all dishes are washed and put away.

7. Check in

- Check in time on day of arrival will usually be from 2.00pm, but will be confirmed in your travel documents.

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- Access to allotted room will under no circumstances be allowed until all registered guests have signed, understood and agreed to all the House Rules.
- No room changing or luggage storing facilities will be offered to guests.

8. Check-Out

- Check-out time on the day of departure will be advised at time of check in or in your travel documents and will usually be between 7am and 9.00am.
- To avoid additional cleaning charges on check out, 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.
- Please ensure that the keys are returned. Failure to return keys will result in a lost key charge.
- All bond refunds are processed through Schoolies.com, you will be able to apply for your bond refund no later than 10 business days after departure through the Schoolies.com website.

9. Party and Alcohol Consumption Policy - NO PARTIES ON THE PREMISE.

- Mantra Towers of Chevron has zero tolerance policy on parties being held in the apartments. 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 and/or the apartment residents.
 - Any situation whereby excessive traffic to/from the apartment 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 apartment/guest 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 accommodation is non refundable. In addition the registered guests will be required to settle the account prior to departure for any expense resulting from additional cleaning of the apartment, replacement of any furniture/fixture/fitting breakage, as well as for any required repairs.

10. ALCOHOL ON THE PREMISE

- Mantra Towers of Chevron does not allow for excessive levels of alcohol to be brought on to the premises.
- Excessive amounts of alcohol being defined as:
 - Cases/slabs/cartons of beer etc
 - Multiple bottles/cases of spirits/wine
- In the event that a registered guest, or any persons associated with that guest, are identified as bringing excessive amounts of alcohol on to the hotel property that person will be requested to either relinquish the alcohol to the hotel. It will be stored in safekeeping for their retrieval on departure, or alternatively for the alcohol to be permanently removed off the premises.
- If at any stage should a person be deemed in breach of this policy, and refuse to abide by the hotel requests, than the person/s will be requested to leave the premises.

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11. ADDITIONAL ACTIONS THAT MAY RESULT IN EVICTION

- Mantra Towers of Chevron Management, staff and/or Security reserve the right to immediately evict any guest, visitor or member of the public for the following reasons, but not limited to:
- Intoxication and/or unsavory/lewd behavior
- The throwing of objects over balconies
- Willful damage to the apartment and/or common property
- Physical or verbal assault/abuse on any Mantra staff, other guests, apartment residents, members of the public on the premises
- Any behavior 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

12. CONSEQUENCE OF EVICTION

- In the event that an eviction of any nature occurs, the registered guest, their associates and visitors, will not be able to make future reservations at Mantra Towers of Chevron. 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.
- The following special Bond conditions apply for bookings at Mantra Towers of Chevron
- Schoolies.com will hold your bond as security against any additional expenses you incur, and any damage or breakages you cause during your stay. Your bond will only be refunded:
- On receipt of a valid bond refund request made within 12 months of the date your stay ends; and
- After the hotel/resort manager has confirmed that you have incurred no additional expenses and have not caused any damage or breakages.
- It is understood by way of signing this document that the guest and their legal guardian acknowledge, understand and agree to all Mantra Towers of Chevron House Rules as outlined in the above document. Mantra Towers of Chevron reserves complete discretion when interpreting and implementing the Mantra Towers of Chevron House Rules for the purpose of protecting its assets and the safety and comfort of all Mantra Towers of Chevron guests and occupiers. It is further understood that breach of the Mantra Towers of Chevron House Rules will result in immediate eviction with 100% cancellation charges for remaining nights. Mantra Towers of Chevron reserves the right to refuse accommodation to any arrival, which does not comply with these conditions, or remove during the stay anyone that does not comply with the conditions.

13. Additional Information

- Access to apartment will not be permitted without this signed copy of Mantra Towers of Chevron House Rules by 'EACH' occupant of room and their legal guardian.
- Please make sure that your friends and family are aware of your contact details including your room number, and your mobile number.
- No item of any kind is to be thrown or dropped from any balcony, door or window. Any person disregarding this rule will be removed from the premises immediately.
- Do not shout from doors, balconies or windows. Always remember that you are responsible for any visitor's actions, be it in reception or in your apartment.

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- Fire Exit Doors are only to be used in an emergency, doors must remain closed at all times as this assists the automated smoke ventilation system. Do not interfere with fire safety equipment at any time. A call out fee of approximately \$1,100.00 will apply from Qld Fire should you interfere with Fire Exit Doors or equipment, or should you or the occupants of your apartment set off the Resort Fire Alarm System.
- All breakages, damage, stained carpets or thefts from units will be deducted from rental bonds. Please report any incidents to reception as soon as possible, accidents do happen so ensure you assist our staff by reporting these promptly.
- All rubbish should be removed from apartments every day and placed in the designated rubbish areas. Please remember that any housekeeping services over and above standard procedure will incur a mandatory additional charge
- No unregistered guests (persons not staying at the Resort) are allowed to access the Resort Pool and other facilities at any time. All guests entering the Pool Gate must have their Schoolies ID visible.
- Glass or alcohol is not permitted inside the pool area at any time. Any person disregarding this rule will be removed from the premises immediately.
- No glass bottles are to be brought into the building at any time. If we find any glass bottles they will be confiscated and returned to their owner on departure.
- Government regulations dictate that smoking is not permitted in any internal common areas and Building By-Laws dictate that smoking is not permitted inside any apartment.
- Remember the rights of others. Please do not have loud music, loud TV's or make any other noise that is likely to disturb the enjoyment of other guests within the building. After 9.00pm NO noise is to be audible from any apartment. Management reserves the right to engage Security to attend to the apartment at any time if noise complaints are received from other guests of the Resort.
- Please remember to lock all doors and windows when you are not in the apartment. Management reserves the right to enter your apartment to secure doors and windows in the event of adverse weather conditions.
- You are advised not to bring any guests into the building between the hours of 5:00 pm and 9:00 am. Outside these hours you are required not to have more that two (2) guests in your apartment at any one time. Management reserves the right at any time to stop visitation within the property and to enter your apartment to check for total occupants, as excess occupants will contravene the Qld Fire & Rescue Services limits placed on total occupants at your Resort.
- Any unregistered guests found in the building between 5.00 pm and 9.00 am will be escorted off the premise immediately.
- Please keep the apartment in good order. Remember, it will be thoroughly inspected on your departure.
- Please remember to keep your Schoolies ID and Resort access key, or key card with you at all times when outside of your apartment. All Registered Guests must also have a Schoolies ID to access the Resort and/or your apartment.
- Firearms, drugs or weapons, fighting of any kind and theft will be reported to the police immediately.
- Please note that House Rules are subject to change at any time without notice and should be read in conjunction with the terms and conditions www.schoolies.com/terms
- By agreeing to abide by the House Rules above you will assist management and staff in providing great facilities for a memorable Schoolies holiday.

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- Always remember, if you need assistance of any kind, we are here to help.

14. Be Covid Safe During Schoolies

- During Schoolies, we encourage you to maintain all methods that help keep you COVID Safe including:
- Maintain physical distancing
- Wear a mask when unable to physically distance
- Maintain good hand hygiene
- Check-in using the Qld App for effective contact tracing
- COVID-19 restrictions and advice may change, for the most updated information visit:
<https://www.qld.gov.au/health/conditions/health-alerts>

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Acknowledgment of Receipt

I _____ acknowledge that I have received, read and understand the information and rules outlined.

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.

I am aware of what is expected of me as guest. 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.

STUDENT NAME _____ **SIGNATURE** _____

PARENT/GUARDIAN
NAME _____ **SIGNATURE** _____

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

Failure to abide by the house rules may result in eviction or loss of bond.

Please note that House Rules are subject to change at any time without notice. In case of a variation between the House Rules above and the House Rules of the accommodation provider, The accommodation provider House rules will apply.

House Rules should be read in conjunction with the terms and conditions. Please see www.schoolies.com/terms.