

# Lodging Terms & Conditions

November 2024 - V2

## Introduction

It is very important that you read and understand all the information contained in this Lodging Terms & Conditions document when checking in at Beatty Lodge. When you complete your check in, you:

- Acknowledge that you have received and read the Lodging Terms & Conditions;
- Acknowledge that you accept the Lodging Terms & Conditions

These terms have been created in accordance with the Lodging Housing Guide provided by the City of Vincent, which you can read more about [here](#).

### 1. Check-In

All residents are required to check-in between 2:00 PM and 6:00 PM on the date indicated in their booking.

If you have notified Beatty Lodge via email that you are arriving outside of these hours and have completed all necessary steps, prior arrangements were organised and communicated to you, so follow those instructions to complete your check in.

You are expected to occupy only the bed assigned to you in the room. Each bed is labelled with a letter (A, B, C, D, E, F), which corresponds to the letter on your key. If you occupy another bed that is not assigned to you for any length of time, extra fees such as, but not limited to, administrative and housekeeping fees, may apply per instance. More details can be found in the Beatty Lodge Community Guidelines.

### 2. Payment

The following are accepted methods of payments:

- Cash (Australian Dollars Only)
- Credit Cards (VISA, MasterCard, and AMEX will incur an additional surcharge of the amount equal to that charged by provider)
- Australian Bank Card (EFTPOS)
- Direct Bank Transfer / Electronic Funds Transfer (EFT)

Room payment starts immediately from the date of check in, and must be paid on a weekly basis. Room payments are to be paid via Direct Bank Transfer or in person between 2:00 PM and 6:00 PM before or on the day they are due.

### 3. Late Room Payment Fee

Any late room payment will incur an additional fee of \$50.00AUD per occasion. Please note that late room payment is considered a breach of this agreement and may result in the forfeit of your booking, requiring you to immediately vacate the premises.

### 4. Shortening of Stay

Should a resident, for any reason, wish to shorten their stay, the following applies for all stays:

- 100% refund of the bond paid if communicated least 28 days before new intended check-out date
- 50% refund of the bond paid if communicated least 21 days before new intended check-out date
- 25% refund of the bond paid if communicated least 14 days before new intended check-out date
- No refund of bond payment if communicated less than 14 days before new intended check-out date

Communication must be done in writing to [info@beattylodge.com.au](mailto:info@beattylodge.com.au). Your reservation dates are effective and binding and can only be rescinded under exceptional circumstances with the manager's approval. Further details about the bond refund process under section 10.

### 5. Extension of Stay

Extending a reservation is subject to terms and conditions within our agreement. Only reservation dates on your agreement are guaranteed and residents should speak with reception to discuss whether an extension is possible. Any extension is conditional on the resident having an up to date account and good payment and behaviour history, as well as bed availability. Extensions are granted at the sole discretion of Beatty Lodge and are not guaranteed. Extension may not always be possible, resulting in the requirement to check out or change rooms. If a room change is available in order to extend your stay, you must be up to date with all payments, including any late room payments fees incurred to qualify to extend your stay. Room change fees might apply according to Section 8.

Any changes to booking dates are subject to change in rates as applicable.

### 6. What is Included

When you make a booking at Beatty Lodge, we will provide you with access to the building by using a contact card, a set of keys that will give you access to the hallway and the bedroom you are renting, a fridge basket to store perishable food in the communal kitchen, a dry food storage locker to store foods that don't need to be refrigerated, access to communal bathrooms and shared social/study areas, a bed with mattress and mattress protector, and a linen set, which includes a pillow case, two sheets, a doona and a doona cover. From 1st of May until 30th of September one extra blanket will be provided.

The building is equipped with a large communal kitchen, a gym, and a swimming pool, which each resident has access to during opening hours. Residents are also provided with complimentary WiFi and hydro, heat and electricity bills are already included in their rent.

Our housekeeping team will clean the common areas such as bathrooms, kitchen and hallways daily, and service each occupied room weekly. Room service comprises light vacuum, removal of garbage in the bin, and provides residents with a clean linen set. Residents of the room are responsible for upkeep of the room. More details about expectations can be found on Beatty Lodge Community Guidelines.

In each bedroom there will also be a fan and a heater to be used depending on the weather. All items mentioned above, as well as any other items that belong to Beatty Lodge are expected to be returned upon check out. Further details about those expectations can be found in sections 13 and 14.

### 7. Student information

As a resident of Beatty Lodge you are responsible to

# Lodging Terms & Conditions

November 2024 - V2



inform us of any changes to your personal information, such as phone number, email, and student status (i.e. change in visa, change of institution, etc). It is also your responsibility to update Beatty Lodge with a new Confirmation of Enrolment (CoE) and/or proof of enrollment with study dates if the document has expired.

## 8. Room Changes

Residents who are required to move rooms/beds as requested by Beatty Lodge will be communicated with notice and there will be no charges associated with the room/bed move. Residents who would like to move rooms/beds due to, but not limited to, preferences, last minute extension of reservation, etc be required to pay a fee of \$100.00 AUD.

## 9. Rates

Beatty Lodge reserves the right to adjust the pricing of accommodation, including for residents with existing or active reservations. In the event of a price change, residents will be given a minimum of 30 days' written notice prior to the change taking effect.

## 10. Bond Refund

This bond is held until check-out to cover any potential damages or losses and will be returned within 14 days of your departure. You must fill out a "Bond Refund Request Form" before or on the day of check-out.

Bonds are not guaranteed to be returned until an inspection of the room has been completed after check-out, all items have been returned to Beatty Lodge, and you have completed all room payment required. In the event that the bond is retained to cover any damages or losses, we will promptly inform you of the details in writing via email. This bond amount is separate from room payments. If there are any changes to your booking, including but not limited to cancellation and/or shortening of stay, the full amount or part of your bond might be retained by Beatty Lodge as outlined in section 4 and in the Booking Terms and Conditions. Extenuating circumstances must be emailed to [info@beattylodge.com.au](mailto:info@beattylodge.com.au) for consideration.

## 11. Lost, Damaged or Stolen Personal Property

Beatty Lodge shall not be liable for lost, damaged or stolen items of personal property, no matter how caused, wherever this may occur, including items left in common or private areas. If desired, residents can report the incident to Western Australia Police Force.

## 12. Property Damage

Damage to the property of Beatty Lodge, which causes material harm will be investigated and those responsible will be held accountable to pay for the repairs in full. Furthermore, this agreement may be, at the manager's discretion, terminated resulting in eviction with no refund of monies paid in the case of intentional wrongful damage.

## 13. Check Out

All residents are required to check out by 10 AM. All keys must be returned to reception or must be dropped off at the key return box. The fridge basket must be emptied and cleaned. The linen set must be completely removed from the bed. Both the fridge basket and linen set must

be placed on top of the bed.

If a late check out is required, you must submit a request to [info@beattylodge.com.au](mailto:info@beattylodge.com.au) at least 7 days prior to your check out date. Late check outs are not guaranteed and an extra night's accommodation will be charged if approved.

We recommend that all residents thoroughly check their bedroom and communal areas before checking out. Any items left behind after check out may result in cleaning charges being applied. These charges, incurred for the removal and disposal of abandoned items, will be deducted from the resident's bond. Residents are encouraged to ensure they have all their belongings and leave their living spaces in the condition specified in the Beatty Lodge Community Guidelines.

All items that belong to Beatty Lodge are expected to be returned upon check out.

All residents who fail to vacate their rooms and complete check out instructions by 10:00 AM will be charged an additional night's accommodation.

## 14. Lost, Damaged or Unreturned Items

Any lost, damaged or unreturned keys set will incur a charge of \$350.00AUD per set of keys.

Any lost, damaged or unreturned contact card will incur a charge of \$30.00AUD

Any lost, damaged or unreturned fridge basket will incur a charge of \$10.00AUD.

Any lost, damaged or unreturned linen set will incur a charge of \$100.00AUD

Any lost, damaged or unreturned mattress protector will incur a charge of \$50.00AUD

Other charges might be applicable according to lost, damaged or unreturned items.

## 15. Privacy Statement

At Beatty Lodge, we are committed to protecting the privacy and security of your personal information. Our Privacy Statement outlines how we collect, use, disclose, and store your information in accordance with Australian privacy laws, particularly the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). By agreeing to our Terms and Conditions, you acknowledge that you have read and understood our Privacy Statement and consent to the collection, use, and disclosure of your personal information as outlined. For our complete privacy statement, please go to our website.

## 16. Governing Law

These Terms and Conditions shall be governed by the laws of the State of Western Australia and the parties hereby submit to the exclusive jurisdiction of the courts of the State.

## 17. Separability

Each term in this document is a separate and distinct term and independent of the others, so that if any provision hereof shall be held to be invalid for any reason, such invalidity or unenforceability shall not affect the validity or enforceability of the other terms hereof.