



# GENERAL HOUSE RULES

Each room requires a guardian of legal age (18 years or greater). This person will be the primary occupant of the room and assume responsibilities for, but not limited to, any damage, loss or other to Resort asset, property, fixture or fitting by way of signing Resort House Rules upon arrival.

**1. All registered guests of agree to abide by the Resort House Rules as follows;**

- Accept full financial responsibility for any damage caused to allocated apartment and its contents.
- Agree that registered guests take full responsibility for the actions of any visitors, including damage caused to apartments or public areas and the rectification of such damages.
- All guests may be asked to supply photo ID for Resort records/ verification upon arrival.
- All guests will be required to read and sign a copy of the Resort 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 7pm and 7am. Outside these times visitor numbers are restricted to four per apartment at any one time. Parties are strictly prohibited at any time. The Resort reserves the right to refuse entry to any visitors.

**2. Registered guests and their visitors will respect privacy and comfort of other Resort guests by ensuring that;**

- Acceptable and appropriate noise levels are maintained at all times.
- Their actions and behaviour 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. Unauthorised 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.
- No climbing over or hanging from balconies or windows.
- No signs to be hung or displayed from the apartment interior, balconies or windows.
- Pool, spa and gym rules are to be followed completely at all times.
- Guest 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.

**4. The Resort is a licensed premise and abides by all statutory obligations outlined in the Liquor Act which includes responsible service of alcohol. 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 Public Areas (licensed or un-licensed).
- No alcohol is to be consumed outside of licensed Resort outlets.
- No alcohol is to be consumed in the Resort lobby, lifts or glass bottles in the pool area.
- Proof of legal age will be required for purchase of alcohol in Resort licensed outlets.
- 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.

## 5. Maintenance of original condition of Resort 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 guest will bear the expense of appropriate rectification as deemed reasonable by the Resort.
- 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.
- A fee of \$60.00 will be charged for lost apartment keys.
- Crockery, utensils and furniture must NOT be taken from one apartment to another.
- Any housekeeping services over and above standard procedure will incur a mandatory additional charge of \$50.00 per hour.

## 6. Check in

- Check in time on day of arrival will be from 2.00pm.
- Access to allotted room will under no circumstances be allowed until all registered guests have signed, understood and agreed to all Resort House Rules. This will need to be witnessed by legal guardian, including a copy of the legal guardian's driver's licence. This information will be required prior to arrival date.
- No room charging facilities will be offered to guests. All outlet purchases will be via cash or credit card only.

## 7. Check-Out

- Check-out time on the day of departure will be no later than 10.00am.
- On your scheduled day of departure you will need to be prepared to vacate your room by 8:00am. To alleviate congestion and delays for elevators you will be allocated a floor pick-up time the night prior to your departure. **It is strongly recommended this pick-up time is adhered to.**
- Bonds will only be refunded upon check out once your apartment has been inspected and we have determined there is no damage.

It is understood by way of signing this document that the guest and their legal guardian acknowledge, understand and agree to all Resort House Rules as outlined in the above document. The Resort reserves complete discretion when interpreting and implementing the Resort House Rules for the purpose of protecting its assets and the safety and comfort of all Resort guests. It is further understood that breach of the Resort House Rules will result in immediate eviction with 100% cancellation charges for remaining nights. The Resort 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.

---

**GUEST NAME**

---

**GUEST SIGNATURE**

---

**DATE**

- Access to apartment will not be permitted without this signed copy of Resort House Rules by 'EACH' occupant of room and their legal guardian.
- Copy of legal guardian's driver's license must accompany signed Resort House Rules document.