

TasTAFE RESIDENCE

Guest Guidelines 2024

Management

The Assets staff are available to assist residents in their stay and to ensure that these Guidelines are followed by all guests.

All guests are bound by TasTAFE Child Safe Code of Conduct and encourage all guests to ensure the welfare and wellbeing of underage guests.

There is not overnight or weekend caretaker or supervision on site. Each bedroom, on the back of the door, is provided a list of numbers to contact in case of enquiry or emergency.

Admission and payment

- Guests will be admitted at the discretion of Assets Manager.
- Re-admission to the Residence is not automatic. Maximum booking at any one time is 10 weeks.
- Guardians of guests under 18 need to lodge and sign this form.
- A copy of credit/debit card at the time of check-in and will be kept in case of any damage or other expenses incurred by the guest not covered by the bedroom fee.
- Admission times are between 3.00pm – 8.00pm unless prior arrangements with management have been made.
- Payment is made via the online booking system which is located on the student portal.
- Full payment prior to admission is required for casual visit, minimum of 2 weeks

Fees – 2024 (from 1/2/2024)

- Enrolled student of TasTAFE: \$40.00 daily (weekly \$220.00 including linen pack)
- Linen pack - \$5 per night, towel \$4 per night.

Refunds

- A full refund if cancellation 24 hours prior to admission time, bookings will be confirmed 48 hours prior to check in time.
- A full refund if a guest provides a medical certificate or statutory declaration saying they are unfit to attend for a casual stay.
- Full refund if TasTAFE cancels course they were attending.
- Discretion of Chief Finance Officer.

Accommodation

- Each guest has their own lockable bedroom and share all common areas within the unit.
- TasTAFE students under 18 years of age will be in same gender and same age units. There are non-specific gender options available.
- Overage gender specific units are available, but depending on availability units for over 18 years of age guests may not be gender specific.
- Guests come from a diverse range of backgrounds and TasTAFE encourage all guests to embrace this diversity.

Vacating

- Guests must vacate their unit and bedroom by 9.00am on the date of departure.
- Guests are required to leave their unit in a clean and tidy condition when vacating.
- Keys to be left in locked bedroom.
- Short term guests cannot stay on Friday or Saturday nights unless approved by Management.

Personal possessions

- The student residence does not accept responsibility for the safekeeping of guest's personal possessions.
- No personal furniture is to be added to units.
- All personal possessions should be kept in guests' bedrooms when not in use.

Car parking

- Car parking is available for guests and visitors.
- No liability is accepted by TasTAFE for the safe parking of your vehicle at any time.

Cleaning

- Units will be serviced on a weekly basis.
- Unit common areas will be cleaned on the admittance of a new guest.
- Rubbish will be emptied by staff daily.
- It is the responsibility of guests to maintain the cleanliness of their bedroom and common areas during the stay. Cleaning spray and wipes are supplied in each unit for this purpose.
- Bedrooms and units are to be always kept tidy.
- No clotheslines are to be erected and no printed materials are to be placed on walls.
- TasTAFE or its contractors reserves the right to enter a guest's bedroom in case of emergency or safety reasons only.
- TasTAFE or its contractors outside emergency or safety reasons will only enter a guest's bedroom with their permission.
- The main foyer and associated areas of the residence will be cleaned daily.

Security

- The front door to the Residences will always remain locked, access is via PIN/key
- Guests are to use the designated external entrance to their unit for entry.
- The common area of the residences will be alarmed between 11pm and 5.30am.

- If you find yourself locked out of your bedroom, or you forget your PIN or lose your key, please call:
 - **Alanvale: 6777 2687 weekday office hours or 6777 2683 (after hours)**
 - **Clarence: 6165 6591 weekday office hours or 6165 6109 (after hours)**

A \$50 fee will apply.

- No parties or loud music are to take place at any time. If guests do not abide by these guidelines, the incident will be investigated, and may result in your accommodation booking being cancelled.
- Security guards undertake random patrols of the building each night and will report any disturbances noted.

Visitors/Guests

- No visitors are allowed into buildings at any time.

Alcohol and illicit drugs

- No alcohol or illicit drugs are permitted on the residence, **zero tolerance** and can lead up to exclusion from the residence.

Pets

- No animals are permitted in the residence unless a service animal.

Disturbances

- Noise levels must be kept at a minimum so as not to disturb or offend other guests, staff and visitors.
- Music devices and gaming consoles are to be kept in units.
- Guests must respect others, and ensure noise is always kept to the lowest levels possible.

Abuse

- TasTAFE has zero tolerance towards verbal or physical abuse and can lead to exclusion from the residence.
- If a guest feels threatened in anyway, TasTAFE advises where possible to lock themselves in their bedroom and call 000.

Dress

- Guests are required to be appropriately dressed within the communal areas.

Smoking/Vaping

- TasTAFE is a smoke free campus. Smoking including vaping is not permitted on any part of the campus or residence.

Health

- First Aid kits are in the buildings common area.
- In the event of serious illness please call 000.

Emergency management

- Staff are not always onsite.
- In the event of an emergency, guests are required to vacate the premises immediately and make their way to the emergency assembly point.
- Each unit has a list of instructions on the wall and a map showing the location of the emergency assembly points.
- In the event of a fire or other emergency please call 000.
- Guests) will be required to take part in evacuation drills and other safety procedures.
- Interference with or misuse of firefighting equipment or alarms is prohibited.

Underage guests

- All guests need to show appropriate behaviour to underage guests at the residences.
- Guests that are underage must have a parent or guardian sign the acceptance of the guidelines and check in process.
- TasTAFE does not offer additional services for underage guests.

I acknowledge that I have read and understood these guidelines and will comply with them whilst at the residence.

Name

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Signature

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Date

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Student ID

If you are under the age of 18, your parent/guardian must sign below.

Name

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Signature

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Date

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Licence ID

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