

# TasTAFE RESIDENCE

## Guest Guidelines 2021

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### Management

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

### Admission and payment

- Guests will be admitted at the discretion of the Facilities Services Manager.
- Re-admission to the Residence is not automatic.
- Guests must have pre-booked prior to arrival.
- Parents of guests under 18 are to sign the check in documentation and waiver.
- Photo identification must be sighted for each person and their details including address and mobile recorded on a register for contact tracing.
- All bookings must be paid in full 24 hours prior to check-in. Where a booking is longer than one week, payment for the first week is required at time of booking.
- Payment at time of booking is the preferred method. Payment may be made over the phone via credit card.
- A credit card must be supplied at the time of check-in and will be kept on file to pay for any damage or other expenses incurred by the guest not covered by the room fee.
- Admission times are between 3.30pm – 7.00pm Sundays to Thursday unless prior arrangements with management has been made.
- Our Refund Policy is outlined in the **Residence Management Policy**.

### Vacating

- Guests must vacate their unit or room by 9.00am on the date of departure.
- Guests are required to leave their unit in a clean and tidy condition when vacating.

### 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' rooms 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. (Fridays). Please refer to the **Cleaning Guidelines** for a complete detail of the cleaning schedule.
- 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 room and common areas during the stay. Cleaning spray and wipes are supplied in each unit for this purpose.

- Rooms and units are to be kept tidy at all times.
- No clotheslines are to be erected and no printed materials are to be placed on walls.
- Guests must permit TasTAFE staff, and TasTAFE contractors to enter the unit or room.
- The main foyer and associated areas of the residence will be cleaned daily, and high touch COVID-19 cleaning undertaken daily.

## Security

- The front door to the Residences will remain locked at all times, with the exception of check-in times (3.30pm to 7.00pm).
- 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 room, or you forget or lose your key, please call:
  - **Alanvale: 6777 2687 or 6777 2683 (after hours)**
  - **Clarence: 6165 6591 or 0419 534 426 (after hours)**

A \$50 fee may 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 facility each night and will report any disturbances noted.

## COVID-19

- Each unit has hand sanitiser and wipes for guests to use.
- Guests are required to supply photo ID at check in for contact tracing purposes.
- Guests are required to check-in to the terminals located in their residence daily.
- If you are unwell and have flu like symptoms during your stay, please notify management immediately.

## Visitors

- No visitors are allowed into units at any time. This is to maintain the correct COVID-19 safety rules.
- Visitors who come into the communal area of the residences are to sign in at the entry terminal.

## Alcohol and illicit drugs

- No alcohol or illicit drugs are permitted on the residence.

## Pets

- No animals are permitted in the residence.

## Noise levels

- 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 kept to the lowest levels possible at all times.

## Dress

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

## Smoking

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

## Health

- First Aid kits are located with management.
- In the event of serious illness please call 000.

## Emergency management

- Staff are not onsite at the residences at all times.
- 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 (including their visitors if present at the time) 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

- Only TasTAFE students under the age of 18 can stay 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 a special service for underage guests. Please note we do not have a presence onsite overnight.

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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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Photo ID

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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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Photo ID

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