

## 1. Bookings & Payments

- All bookings must be guaranteed by **direct debit** or **Centrelink Centrepay deduction**.
- Payments must be received and cleared before check-in. Cash and personal cheques are not accepted.
- Weekly discounted rate applies only if full payment is made in advance.
- Cancellation fees:
  - 1-night booking: full charge if cancelled within 24 hours of check-in or no-show.
  - 2+ nights: charge equivalent to first 2 nights if cancelled within 48 hours of check-in or no-show.
- Fees are applied as **reasonable cost recovery** in line with Australian Consumer Law.

## 2. Arrival & Departure

- **Check-in:** 2:00pm–4:00pm (after-hours by prior arrangement).
- **Check-out:** before 10:00am.
- Guests must provide valid government-issued photo ID at check-in.
- ID records are stored securely and destroyed after 6 months unless required by law (*Privacy Act 1988*).

## 3. Occupancy & Age

- Rooms are single occupancy only (King Single). No double rooms or overnight visitors.
- Guests must be 18 years or older.

## 4. Manager's Discretion & Inspections

- Management reserves the right to conduct **room inspections** to ensure safety, cleanliness, and compliance.
- Inspections will be reasonable, with notice provided unless urgent (e.g., suspected damage, safety risk).
- Management may exercise discretion to refuse entry, terminate bookings, or impose conditions where guest behaviour poses a risk to others.

## 5. Guest Responsibilities

Guests are expected to maintain the cleanliness of their room and conduct themselves in a manner that ensures safety, respect, and wellbeing for all. Challenging behaviours — including verbal abuse, intimidation, threats, or actions that cause distress to staff, visitors or other guests — will be documented and addressed in accordance with duty of care obligations.

- **Cleaning:**
  - Daily cleaning and weekly deep clean required.
  - Limited cleaning equipment available from the Laundry (mops/buckets/vacuum/broom only).
  - Failure to maintain hygiene may result in additional cleaning fees.
- **Toilet Use:**
  - **Do not flush anything other than toilet paper down the toilets.** This includes sanitary items and all types of wipes (including "flushable" wipes). Improper disposal causes plumbing blockages and may result in charges for repairs.
- **Laundry:**
  - Guests must launder their own clothing and linen.
  - Machines must not be left unattended; laundry must be removed promptly.
- **Damage:**
  - Guests are responsible for any damage caused by themselves or visitors.
  - Costs will be recovered at reasonable replacement/repair value.

- **Challenging Behaviours:**
  - Repeated or serious behaviours may result in eviction or referral to emergency services.
  - Staff will use de-escalation strategies where appropriate.
- **Visitors:**
  - Must comply with all policies.
  - Visitor curfew is 8:00pm unless authorised by Management.
- **Pets:**
  - Pets are not permitted unless expressly authorised by Management in writing.
  - Approved pets must be supervised, not cause nuisance, and owners are responsible for reasonable cost recovery for cleaning, damage or remediation.

### 6. Prohibited Conduct

Breaches will result in immediate action, which may include eviction, police referral, and permanent exclusion from the premises.

- **Smoking & Vaping:** Not permitted indoors. Designated outdoor areas only. Breach incurs \$200 cleaning fee.
- **Illegal Substances:** Strictly prohibited. Breaches may result in eviction, police referral, and remediation fees.
- **Alcohol:** Permitted in guest rooms only. No parties or intoxication that endangers others.
- **Noise:** Quiet hours 9:00pm–7:00am. Guests must respect others' peaceful enjoyment.
- **Zero Tolerance Party Policy:** No gatherings, loud music, or disruptive behaviour.
- **Zero Tolerance for Abuse and Aggression:** No verbal abuse, physical aggression, intimidation, harassment and any behaviour that compromises the safety or dignity of others.

### 7. Safety & Emergency Procedures

- **Evacuation:** Guests must follow evacuation procedures displayed in rooms and comply with staff directions during emergencies.
- **Cyclone & Severe Weather:** In the event of a cyclone or severe weather warning, guests must comply with management instructions, including sheltering in designated safe areas.
- **Illness & Epidemics:** Guests must notify staff if they are unwell with contagious illness. Management may require isolation or medical clearance to protect others.
- **Mental Health & Risk Escalation:**
  - Guests experiencing mental health crises or behaviours that pose risk to self or others will be supported with de-escalation strategies.
  - Management may involve emergency services if risk escalates beyond staff capacity.

### 8. Safety & Security

- Rooms use keyless entry codes. Guests must not share codes.
- Lost or compromised codes incur a \$35 recoding fee.
- Guests must comply with safety procedures displayed in rooms.

### 9. Complaints, Booking Disputes & Resolution Process

- Concerns should be raised promptly with Reception.
- Formal complaints must be submitted in writing (email or letter).
- Management will acknowledge within 3 business days and provide a written outcome within 14 days.
- Booking disputes must be lodged within 7 days of receiving an invoice or decision. Include supporting evidence where possible.
- If unresolved, matters may be referred to an external tribunal or dispute resolution body.

## 10. Tenancy Status

- After 6 weeks of continuous stay, occupancy may convert to a tenancy under the *Residential Tenancies and Rooming Accommodation Act 2008*.
- Statutory tenancy rights and obligations apply concurrently with these Terms and Conditions.

## 11. Accessibility & Adjustments

- Raceview Lodge Townsville will make **reasonable adjustments** to policies and procedures to accommodate guests with disability-related needs (*Disability Discrimination Act 1992*).

## 12. Liability & Force Majeure

- Raceview Lodge Townsville is not liable for loss of guest property unless caused by negligence.
- Management is not responsible for disruptions caused by events outside its control (e.g., natural disasters, government orders).

## 13. Enforcement

- Breaches of these Terms and Conditions may result in charges, eviction, or referral to authorities.
- All actions taken will be consistent with applicable laws and fair process.

### ***Disclaimer:***

*The full trading terms and conditions of Raceview Lodge Townsville are available at [www.raceviewlodge5.wixsite.com/raceview](http://www.raceviewlodge5.wixsite.com/raceview). Your booking and stay are governed by the version of the terms and conditions in effect at the time your booking is confirmed. As our terms may be updated from time to time, we recommend reviewing the website prior to making future bookings.*




### Raceview Lodge Townsville – House Rules (Guest Summary)

To keep everyone safe, comfortable, and respected, please follow these simple house rules during your stay.

#### **Daily Living**

- Keep your room clean each day and complete a **deep clean once a week**. Basic cleaning equipment is available within the Laundry.
- Do your own laundry using the onsite machines. Remove clothes promptly after the cycle finishes.
- Respect shared spaces — leave them tidy for others.

#### **Toilets – What Can Be Flushed**

- Only toilet paper may be flushed down the toilets.
-  Do NOT flush wipes (including “flushable” wipes), sanitary items, paper towels, or any other materials.
- Flushing anything else can cause plumbing blockages and may result in charges for repairs.

#### **Room & Visitors**

- Rooms are **single occupancy only** (one adult per room).
- Visitors must leave by **8:00pm** unless approved by Management.
- Pets are not allowed unless authorised in writing. Approved pets must be supervised and cleaned up after.
- Do not share your room entry code. Lost or compromised codes incur a \$35 reset fee.

#### **Smoking, Alcohol & Substances**

- **No smoking or vaping indoors.** Use designated outdoor areas only.
- Alcohol may be consumed in your room only. No parties or disruptive drinking.
- Illegal drugs or substances are strictly prohibited. Breaches may result in eviction and police referral.

#### **Noise, Behaviour & Safety**

- Quiet hours: **9:00pm–7:00am**. Keep voices, music, and TVs low.
- No parties, loud gatherings, or nuisance behaviour.
- **Zero tolerance for abuse and aggression:** Verbal abuse, physical aggression, intimidation, and harassment are strictly prohibited. Breaches may result in eviction, police referral, and exclusion.
- Treat staff, visitors, and other guests with respect at all times.
- If you experience a mental health crisis or unsafe behaviour, staff will support you and may involve emergency services if needed.

#### **Safety & Emergencies**

- Follow evacuation instructions displayed in your room.
- During cyclones or severe weather, follow management directions and shelter in designated safe areas.
- If you feel unwell with a contagious illness, notify staff immediately.
- If you experience a mental health crisis or unsafe behaviour, staff will support you and may involve emergency services if needed.

#### **Complaints & Issues**

- Raise concerns promptly with Reception.
- Formal complaints can be made in writing (email or letter).
- Management will respond within 14 days.

#### **Important Notes**

- Breaches of these rules may result in charges, eviction, referral to authorities, or
- Charges are **reasonable cost recovery** only (e.g., cleaning, damage, replacement).
- After 6 weeks of continuous stay, tenancy rights under the *Residential Tenancies and Rooming Accommodation Act 2008 (Qld)* may apply alongside these house rules.

**Thank you for helping us keep Raceview Lodge Townsville safe, respectful, and welcoming for everyone.**