

## Terms and Conditions of Use

- 1. Booking and Priority**
  - Overnight rooms are allocated based on availability and priority, with patients receiving treatment or travelling from remote areas receiving precedence.
- 2. Accommodation Duration:**
  - Accommodation is provided for the duration of the patient's treatment or for the period specified during the booking.
  - For after-hours accommodation arrangements, guests must confirm ongoing availability and pay the deposit and rates at the Cashier by 10:00 am the following weekday.
- 3. Request to Vacate:**
  - Guests may be required to vacate the room with reasonable notice.
- 4. Check-in and Check-out**
  - After a booking has been confirmed, guests can check-in to the Rotary Lodge at the Cashier Monday to Friday, between 8:00-10:00, 10:30-12:00 and 13:00-16:00.
  - Guests should check-out on the day of departure at the Cashier between 8:00-10:00 and 10:30-12:00, Monday to Friday. Failure to vacate by 12:00 will incur an additional night's fee.
  - If check-out is to occur on a weekend, guests should attend the Cashier on the preceding Friday to process any necessary paperwork.
- 5. Room Security**
  - Guests are responsible for the security of their belongings and should ensure their room is securely locked when not occupied.
- 6. Quiet Hours:**
  - Guests are expected to observe quiet hours to ensure a peaceful environment for all occupants of the Rotary Lodge.
- 7. Smoking Policy:**
  - Smoking is strictly prohibited within the hospital grounds, including the Rotary Lodge rooms. Violation may result in penalties or eviction.
- 8. Damage or Loss:**
  - Guests are responsible for any damage caused to the room or its contents during their stay. Any loss or damage should be reported promptly.
  - If damage or loss occurs due to the occupants during their stay, the \$50 deposit will be forfeited.
- 9. Room Cleaning:**
  - The Rotary Lodge rooms are fully self-contained, daily servicing is not provided. Cleaning and linen changes are completed before new occupants arrive.
- 10. Conduct, Safety and Security:**
  - Guests should behave in a manner that promotes safety and security, contributing to a positive environment for all. Your cooperation is appreciated.
- 11. Emergency Procedures:**
  - Emergency procedures, including evacuation routes and assembly points are located on the back of the door. Guests should familiarise themselves with these instructions to ensure they know what to do in the case of an emergency.
- 12. Payments and Charges:**
  - A \$50 deposit is required upfront, refundable upon confirmation by staff that the room has been left in its original condition.
  - The nightly rate is \$17 (including GST), payable in advance.
  - Payments are accepted via Visa, Mastercard, EFTPOS or cash and should be made at the Cashier.
  - Long term guests are required to pay weekly, in advance.
  - Refunds for the \$50 deposit or for overpayment of nightly rates will be processed electronically and may take up to 4 weeks for completion.

