



## WHILE STAYING AT TOWNSEND LODGE

To ensure that everybody has a safe and enjoyable stay, we have some simple house rules which we require you to follow:

**Firstly: Please consider others while staying at Townsend Lodge.**

- **NOISE** – please be respectful and reduce the noise level after **10:00pm every night**. At this time you must leave any outside area as the noise travels through and outside the Lodge.
- **VISITORS** – must leave the premises by **10.00pm every night**. The resident is responsible for the behaviour of their visitors.
- **NO SMOKING** – inside any part of the buildings. Smoking is only permitted in designated outdoor area on the pavers on the back lawn.
- **NO NAKED FLAMES** – no candles, incense or flames within rooms. No electric heaters.
- **NO LITTER** – be thoughtful and clear up after yourself, don't leave this to others.
- **BEHAVIOUR** – offensive language and/or behaviour is not acceptable.
- **CHECK OUT TIME is 10am**. Please advise us as soon as possible if you plan to stay on for another day (subject to room availability). We also require 48 hours' notice for any cancellation or early departures in order to receive a refund. If you are not checked out by 10am on your departure day you authorise management to enter your room to remove and store your personal belongings and the room will be rented out.
- **CHECK IN TIME is after 2pm**. Your room may not be available for you to check in prior to this time.
- **BOND (KEY and BEHAVIOUR)** – are refunded **ONLY during office hours**, following a room inspection and return of the key. Your bond will NOT be refunded in case of: smoking in the room, unsatisfactory room inspection, early check out without 48 hours notice in advance, property damage or not returning the key. **Please see the reception during office hours the night before if you are leaving before 9am the next morning.**
- **KITCHEN FACILITIES** – All residents are responsible for the washing up of all pots, pans and utensils that they use, **otherwise \$10 of your bond will be withheld subject** to the discretion of the management team.
- **TV ROOM** – any booking of TV programmes must be done in advance & all residents have to accept it. If more than one person is watching, ask for permission to change the channel.
- **NO ILLEGAL DRUGS / NO STEALING** – stealing from others or Townsend Lodge is unacceptable - Use and/or possession of illegal drugs on the premises (including car park, backyard & courtyard) is prohibited. You will be asked to leave immediately.

**RECEPTION** – is open 9am - 7pm Monday to Friday and 9am - 5pm Saturday and Sunday. Reception is closed Public Holidays. **NIGHT MANAGERS** – are available after 7pm for EMERGENCIES or pre-arranged LATE CHECK-INS. Please do not disturb the Night Managers for office matters and making reservation as they are not able to assist.

Your stay at Townsend Lodge is not covered by the Residential Tenancies Act.

Townsend Lodge cannot take responsibility for your possessions while at the Lodge.