

Hilton Surfers Paradise Hotel & Residences

'Schoolies Agreement'

Dear 2023 Schoolies,

Welcome to Hilton Surfers Paradise Hotel & Residences.

Our team is here to assist you in any way possible. We are committed to ensuring the comfort and safety of all guests, visitors, residents and Hilton Team Members. We hope the below 'House Rules' will assist you and ensure a memorable experience at Hilton Surfers Paradise. Please see the below 'House Rules' and additional notes in respect to your stay during the Schoolies event period.

The acknowledgement section of this document should be signed and dated. It must be handed in at the check in desk in exchange for your room keys upon arrival.

I agree to be bound by the following. Breaches of these rules may result in the forfeiture of any bond held, and/or eviction, with refunds at the sole discretion of management.

"House Rules"

This accommodation house is a licensed premise and is subject to all statutory obligations outlined in the *Liquor Act 1992*, which includes the responsible service and consumption of alcohol. This accommodation house also operates in a fair and ethical manner and will protect your rights and privacy as a consumer.

Primary Purpose:

The provision of accommodation, facilities and services to guests and visitors.

Licensed Premises/Areas:

- All common public, guest and visitor access areas of the property are licensed areas and as such NO bring-your-own (BYO) alcohol is permitted to be consumed in these areas, which includes Level 2 Pool Deck.
- The sale of alcohol shall be in accordance with our Liquor License conditions and we uphold the principles of Responsible Service of Alcohol.

Conduct on Premises:

- BYO alcohol shall not be consumed in any part of the licensed premises; this includes transiting with an open container of BYO alcohol.
- Glassware and other breakable items are not permitted anywhere on Level 2, Pool Deck.
- Swearing, offensive and obscene language, loud and abusive language, discrimination or excessive noise is not permitted on the property.
- Abusive or threatening behaviour towards Hilton Team Members or others will not be tolerated.
- Noise should be kept to a minimum at all times so as not to interfere with or adversely affect other guests and visitors' peaceful enjoyment of the property.
- Amplified noise shall not interfere with or adversely affect other guests and visitors' peaceful enjoyment of the property.
- Scooters, rollerblades, skateboards and other similar items are not to be used as designed whilst on the property, these items shall be carried through common public, guest and visitor access areas of the property.
- Any unacceptable behaviours, as would be deemed unacceptable by the wider general community, are not permitted on the property.
- Any illegal act, as defined by legislation, will not be tolerated on property.
- Pets are not permitted within Hilton Hotel Rooms or Residences. Certified Assistance Animals are welcome and should be advised of on check-in.

Dress Regulations:

- Footwear must be worn at all times in common public, guest and visitor access areas of the property.
- Upper and lower body clothing must be worn at all times in common public, guest and visitor access areas of the property.
- Offensive or obscene wording and/or logos depicted on clothing items are not permitted in common public, guest and visitor access areas of the property.

No Smoking:

- We are a 100% Non-Smoking Hotel.
- Smoking, as defined by current legislation, is not permitted anywhere on the property, this includes Level 2 Pool Deck and the basement car park levels.

Balconies:

- Balcony doors should be closed and locked when not in use.
- No item is to be thrown or dropped from any balcony, door or window – either accidentally or intentionally.
- Movement or attempted movement from a balcony to a secondary balcony/location is not permitted.
- Any behaviour on a balcony that could be seen as a safety concern for person/s will not be tolerated.

Please note that when we refer to a “guest” &/or “guests” in these rules, we are referring to all the Occupants of a Hilton Hotel Room or Residence. All guests are jointly & severally liable for the actions of any and all guests. This means that, if one of the guests in a Hilton Hotel Room or Residence causes damage and/or breaches the house rules; all guests in that Hilton Hotel Room or Residence may be held responsible and will be subject to whatever action is considered reasonably necessary by management. A first and final warning may be issued to guests who breach the house rules or safety guidelines. Management reserves the right to evict any person(s) in breach without warning. Management reserves the right to refer any matter(s) to the police or other relevant authority. Management reserves the right to withhold bond monies where repairs or rectification works are required.

Supplementary and Additional Notes

These notations have been provided to assist you in your stay and to further provide clarification around the ‘House Rules’, general safety guidelines and operational procedures; all of which have been designed to ensure you and your fellow Schoolies attendees have a safe and memorable celebration.

Magic

Magic is the hotels dedicated hotline to assist with your every need. If there is anything you require or need assistance with, please simply press MAGIC (on your room phone) and we will do our very best to accommodate you. The MAGIC line is available 24 hours a day.

Room Keys

Upon arrival, we will issue one key to each registered room occupant to enable your access as required. Please note that you will need to swipe your keys in the elevator to gain access to your respective accommodation floor. Only the accommodation floor of your room can be activated. Upon departure, please note that reception requires the return of all keys. A charge of \$30.00 per key may be charged for any unreturned/lost keys.

Non-smoking

We are a 100% Non-Smoking Hotel. Smoking, as defined by current legislation, is not permitted anywhere on the property, this includes Level 2 Pool Deck and the basement car park levels.

Smoking products can include tobacco products, herbal cigarettes, loose smoking blend, personal vaporisers (such as electronic or e-cigarette, e-cigars, vape pens) and personal vaporiser related products (e-liquids and e-cigarette parts), smoking related products or packages or cartons of these items. We abide by the Qld Tobacco and Other Smoking Products Act and the Qld Tobacco and Other Smoking Products Regulation.

Safety & Security

We have 24-hour security on site at all times. Our officers are well experienced and trained in the delivery of First Aid. We also have over 300 CCTV cameras throughout the entire complex including elevators, car parks, entrances, and in the public areas. All room doors and windows are to be securely fastened when the Residence is left unattended. Management reserves the right to enter the Residence to fasten the same if necessary. Throughout the Schoolies period we are also very pleased to welcome Red Frogs to the hotel. These volunteers are here to help you and look forward to meeting you throughout the week. If you require assistance from the Safety and Security Team and/or Red Frogs, please dial MAGIC from your room phone.

Registered guests and Visitors

As the registered room occupant/s you are responsible and accountable for any visitors or unregistered guests you bring to the hotel or allow into your room. These House Rules apply jointly to all visitors. Overcrowding of rooms is strictly prohibited as part of our fire and safety obligations. Unregistered guests and visitors are not permitted on Level 2 Pool Deck and/or in the hotel swimming pools at any time.

Pool Deck & Spa (Level 2)

Glass of any nature including but not limited to drinking glasses, bottles etc, is not permitted anywhere on Level 2 Pool Deck at any time. No BYO alcohol is permitted on the pool deck at any time. Failure to adhere to this will result in your removal from the area. This is for your safety and the safety of other guests and for compliance with Qld Legislation.

Facilities

The building facilities, including swimming pools, sauna and spas, shall be used only between the hours of 6am and 10pm. (Please note that these hours can be changed at Management's discretion). No drinks or food are to be taken into the indoor pool/spa area or within the immediate vicinity of the outdoor pool.

Housekeeping

Hilton Surfers Paradise respects your comfort and privacy. We will be visiting your room daily to remove all rubbish. We would appreciate if all rubbish can be bagged and secure, allowing easy removal by our team. At the same time inspections will be conducted to ensure the condition of the room and furnishings are in a fit state for the comfort and safety of our guests. Management, staff and/or Security reserve the right to enter Residences, at its discretion, without notice. To avoid additional cleaning charges, all guests are required to keep and leave the Residence in a good condition and, on check-out **remove all rubbish** and ensure all dishes are washed and put away. Any damage or breakages are to be reported immediately to Reception. All damage and/or breakages are to be paid for by the responsible persons, or will be deducted from the bond. Housekeeping Services over and above the standard exit clean will incur an additional cleaning fee of \$75.00 per hour, which will be deducted from the bond. Please use Wheelie Bins or Rubbish Chutes on your floor to remove excess garbage. Do not place any rubbish on the ground in front of the Rubbish Chute which will restrict access to the Fire Escape as this may result in an eviction.

Noise

Kindly be reminded that the hotel is operating at a very high occupancy. We have a large number of families and children staying, as well as our frequent and loyal guests. Noise must be kept to a minimum at all times. Excess noise from radios, stereos, TV's, voices, slamming doors etc is to be avoided at all times, particularly when in the hotel lobby areas and guest corridors. This includes returning to the hotel late at night. Shouting or other loud noises from doors, balconies or windows is not permitted at any time. Management reserves the right to confiscate any item that is used to make excessive noise. After 10pm no noise is to be audible outside of your room. If necessary, close doors, windows and balcony sliding doors to ensure this.

Balconies

All hotel balconies are under **24-hour surveillance**. Any breach of house rules, government legislation or general safety principles pertaining to balconies may result in the immediate eviction of ALL registered occupants, irrespective of who was at fault. No item is to be thrown or dropped from any balcony, door or window – either accidentally or intentionally. Failure to comply with this rule will likely result in police attendance and the eviction of all occupants of the Residence. Not only can you seriously injure someone including potential death, but it is also illegal and may result in criminal charges. **Climbing or moving in between balconies from one room to another will also likely result in immediate eviction from the property. This is for your safety and the safety of others.**

No Party Policy

Hilton Surfers Paradise has a zero-tolerance policy on parties being held in the residences. A party being defined as:

- **Any situation where the maximum number of guests allowed per apartment is exceeded**
- **Any situation where the noise level from the apartment is deemed too high thereby disturbing other hotel guests or residents**
- **Any situation whereby excessive traffic to/from the residence is identified**
- **Any situation where it is deemed that irresponsible alcohol consumption is occurring**
- **Any situation where it is identified that excessive alcohol is present**

In the event that any room is identified as having a party, the hotel reserves the right to immediately request all occupants of the apartment up to, and including, the guest who has registered for the apartment to vacate the premises. In the event that an eviction does occur, the registered guest will be charged for any expense/s resulting from additional cleaning of the apartment, replacement of any furniture/fixture, as well as for any required repairs or rectification works.

Alcohol & Substances

Any person found in the possession of illegal drugs will be reported to the police immediately as there is a very strict policy of "zero tolerance" regarding this issue. Registered guests under 18 years of age are not permitted to bring alcohol onto the property. Proof of age will be requested as per the Liquor Act as may be appropriate. Hilton Surfers Paradise does not allow excessive levels of alcohol to be brought on to the property. Excessive alcohol being defined as;

- Cases/cartons of alcoholic drinks
- Multiple bottles/cases of spirits/wine

In the event that a guest, or any persons associated with that guest, are identified as bringing excessive amounts of alcohol on to the property, that person will be requested to either relinquish that alcohol to the Hotel, where it will be stored in safekeeping for their retrieval on departure, or remove it from the premises.

Damage/Fire Safety

Careless or wilful misuse of, or damage to, lifts, fire equipment or any other part of the building, will likely result in immediate eviction as well as police involvement. Should the lift break down, requiring the call out of a repairman, and that repairman advises that the break down was a result of overloading and/or misuse, the guest/s responsible will be held accountable. If you are caught misusing the Fire stairs in any way you will likely be evicted from the Hotel. **Chocking open of the Fire Stair doorway is prohibited and is an offence under Qld legislation and will result in immediate eviction. Blocking of Fire Exits is is an offence under Qld legislation and will result in immediate eviction. Do not place rubbish in front of the rubbish chute which would cause a blockage of a fire escape. Use the wheelie bins provided.**

Lifts and Fire Stairs

Fire staircases will be opened from 6am to 10pm should you wish to use these stairs instead of lifts. After 10pm you will only be able to exit the stairs at ground level. Lifts will be monitored by at Ground Floor entry points and also via CCTV Camera coverage in each lift. Overcrowding of lifts will not be tolerated. In case of emergency please use the emergency call button within the lift, press and hold the button for 5 seconds to connect.

Eviction

Hilton Surfers Paradise reserves the right to immediately evict any guest, visitor or member of the public for the following reasons, but not limited to:

- **Intoxication and/or unsavoury/lewd behaviour**
- **The throwing of objects over the hotel balconies (police will be contacted and you may be charged with a criminal offence)**
- **Climbing or moving between balconies (police will be contacted and you may be charged with a criminal offence)**
- **Spitting over the balconies (police will be contacted and you may be charged with a criminal offence)**
- **Indecent Exposure (police will be contacted and you may be charged with a criminal offence)**
- **Wilful damage to hotel and/or resident property**
- **Physical or verbal assault/abuse on the hotel staff, other guests, or residents**
- **Any behaviour deemed as a potential safety threat to others**
- **Any breach of the alcohol or party policies**
- **Any incident for which the police are required to attend**
- **Any misuse of Fire Equipment including chocking open of fire exit doors**
- **Blocking Fire Exits with Rubbish**
- **Overcrowding of the lifts**
- **Any breach of the House Rules by any visitor or unregistered guests**

In the event that an eviction occurs, the registered guest involved and/or all room occupants will be asked to pack their personal belongings. They will be escorted by Safety & Security to the ground floor lobby area whilst the parents/guardians and (if necessary) the police are notified. Please also note that in the event of an eviction, the registered guest/s, and their associates and visitors, will not be able to make future reservations at Hilton Surfers Paradise. In the event that any person requested to vacate the hotel premises fails to adhere to this request, the police will be called which may result in further action being taken against the person/s in question. (NO REFUNDS WILL BE GIVEN FOR AN INCIDENT OF EVICTION).

Acknowledgement and receipt

I _____ acknowledge that I have received, read and understand the information and rules outlined in the "Hilton Surfers Paradise Hotel & Residences Schoolies Agreement V02112023".

Having read these, I agree to abide by the rules and regulations as set out in the house rules and this document.

I agree to the terms and conditions surrounding the house rules, and understand that these may be varied at any time by Hilton Surfers Paradise Hotel & Residences.

I am aware of what is expected of me as guest at Hilton Surfers Paradise. I agree to behave in a manner that will ensure the comfort and safety of myself, other room occupants, fellow guests, visitors, residents and the staff of Hilton Surfers Paradise Hotel & Residences.

Signed: _____

Schoolies ID Number: _____

Date: _____

Reminder: This "Acknowledgement of Receipt" must be signed by each individual guest and surrendered to the check in desk upon arrival at Hilton Surfers Paradise. Failure to complete and return this form will result in no access to the hotel