



# VBOOK

Varsity Towers...where good times are free!





Varsity Towers  
25 Lake Orr Drive  
Robina, QLD  
Australia

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**Office hours:**

Monday to Friday 9am to 5pm  
(except on public holidays)



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# Welcome to Varsity Towers

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This information booklet was designed to make sure you have the most important information at hand. We encourage you to read the entire booklet. If you have difficulties understanding any of the information provided, please feel free to ask a Varsity Towers team member at reception. We are more than happy to assist you.

Whilst all team members follow a very sociable, relaxed and uncomplicated approach at Varsity Towers, we have certain responsibilities to make everyone's stay as pleasant as possible. As much as we don't want to restrict you in your way of living, we have to set a minimum amount of guidelines to ensure the peace, safety and privacy of all our residents. Therefore, it is important that you take a minute or two and read the information provided in this booklet. If we all work together, Varsity Towers will be a fun and enjoyable place to live.

We hope you enjoy your stay at Varsity Towers and please feel free to come and introduce yourselves to us any time if you have any questions, feedback, ideas, critique or complaints in regards to Varsity Towers. Of course you don't need to have a reason to talk to us - we are always more than happy if you approach us for just a quick chit-chat.

On behalf of your Varsity Towers team,

Rex Fitzgerald  
Manager

## Management Team at Varsity Towers



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Managing Director

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Sam  
Bar Manager

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# Varsity Towers Details

## 2.1 Building location

Varsity Towers  
25 Lake Orr Drive  
Robina, QLD 4226  
Australia

## 2.2 Mailing & parcel address

Varsity Towers  
*RESIDENT'S NAME*  
*RESIDENT'S ROOM NUMBER*  
Locked Bag 1010  
Robina, QLD 4226  
Australia

## 2.3 Courier delivery address

Varsity Towers  
*RESIDENT'S NAME*  
*RESIDENT'S ROOM NUMBER*  
25 Lake Orr Drive  
Robina, QLD 4226  
Australia

## 2.4 Reception phone

Local number:  
5554 1100

Interstate (within Australia):  
07 5554 1100

International (from outside Australia):  
+61 7 5554 1100

## 2.5 Reception facsimile

Local number:  
5554 1200

Interstate (within Australia):  
07 5554 1200

International (from outside Australia):  
+61 7 5554 1200

## 2.6 Email addresses

Front office:  
[reception@varsitytowers.com.au](mailto:reception@varsitytowers.com.au)

Manager:  
[manager@varsitytowers.com.au](mailto:manager@varsitytowers.com.au)

## 2.7 Website

[www.varsitytowers.com.au](http://www.varsitytowers.com.au)

# Your Rent Includes

## 2.8 What does your rent include?

Your rent includes gas (hot water), water and a supplied allocation of electricity for all metered rooms.

## 2.9 What is a fair allocation of electricity? please read below....

Varsity Towers has introduced pre-paid electricity meters into all rooms to ensure we maintain an energy efficient and environmentally friendly building.

All residents renting through VT Management Pty Ltd will be given a supplied allocation of electricity on their arrival. The allocation supplied will be 2Kwh\* of electricity, per day, for the booked duration of their stay per room (2018).

When tenants arrive they will be given a 20 digit token (code #) to activate the power supply meter located in your room. This will credit the meter with 2kWh\* of electricity for each day that the tenant is due to stay (eg. 15 week lease is 105 days x 2kWh\*/day = 210kWh\* that is credited to the meter).

The meter located in the room has an LCD screen that will count backwards from the credited amount. It will clearly show the current electrical usage and the balance remaining. The meter will also warn you by displaying an exclamation mark (!) and a red LED light that flashes in accordance with your consumption (the more electricity you use the more it will flash). When your credit is running low, the exclamation mark comes on, giving you ample time to purchase more electricity should you use all of your fair allocation.

You are able to purchase more electricity 24/7, either by phone, internet portal, or a payment kiosk (IPad located at Level 1 Reception, Varsity Towers).

The supplied allocation of electricity has been calculated using the table below for a studio room\*:

Electrical Item	Electrical Usage	Hrs Per day
Cooktop/jug/microwave/toaster		1 hr
Fridge		24 hr
Kitchen light	1 x 14w clf	3 hr
Bathroom light	1 x 50w halogen	1 hr
Bedroom area	2 x 14w clf	6 hr
Study desk light	1 x 50w halogen	6 hr
bedside light	1 x 40w globe	1 hr
balcony light	1 x 14w clf	1 hr
Air conditioner	at 23 degrees celsius	1 hr
17" Laptop on charge		6 hr
smart phone on charge		4 hr

Electricity not used for cooking or any other item will allow longer use of the Air-conditioner

# Your Rent Includes

## 2.10 Fair Allocation Usage

Similar calculations were conducted on the other room types and the following fair usage allocations have been determined.

**2016 Residents will be supplied with 2kWh/day**

## 2.11 Meter Specifications

You can monitor your consumption and familiarise yourself with the meters display. \*Rooms not managed by VT Management Pty Ltd (onsite manager) should contact their managing agent or refer to their lease for more information. "You can check your current consumption by pressing I 001"

An emergency reserve of 5Kwh is allocated to every tenant which should only be consumed in case of Emergency.

Using the Emergency Reserve for any other reason will require PPMA to top it up and will attract an AUD\$75 service fee. As such, make sure your display never displays below 5kwh.

Adhering to this, means that you will never be inconvenienced by running out of power. The meter LED will indicate when the power is running out by flashing an exclamation mark on the display once you have 2 bars of power left on the display. The display should never display below 5kWh.

After monitoring your usage, should you exceed your "supplied allocation" you will need to purchase additional power.

Please follow the instruction document supplied beside the meter located in your room to purchase more electricity.

For all Support Enquiries: Contact: [support@prepaidmeters.com.au](mailto:support@prepaidmeters.com.au) or call : 0756999607 leave a voicemail for reply if your call goes to voicemail.

# Do's & Don'ts

## 3.1 Do's

- (A) Enjoy yourself! Get out of the room as much as you can because you won't make friends by staying in your room.
- (B) Come down to reception if you need help or advice.
- (C) Notify us if your room needs maintenance.
- (D) Advise us if you notice any damage and/or malfunctions in the building.
- (E) Pay your rent and incidental charges when they are due.
- (F) Lock your front and balcony door when you leave your room. The same goes for your car.
- (G) Respect your neighbour's right to peace and enjoyment and keep the noise down after 10pm.
- (H) Keep the premises clean. It is your home and we all prefer to live in a clean and tidy place.
- (I) Keep your apartment clean. If you find this interferes with your social life, come and see us at reception to organize a cleaning service.
- (J) Turn the range hood exhaust fan on when you are cooking.
- (K) Open the balcony door if your cooking causes excessive smoke or if you burn your food.
- (L) Turn off your air conditioner and lights when you leave your room.

## 3.2 Don'ts

- (A) Take or smoke any illicit drugs in the building.
- (B) Damage common property. Malicious damage will result in eviction from the building.
- (C) Prop open fire doors. Consider your security and the security of others.
- (D) Leave rubbish in hallways or fire escapes.
- (E) Smoke in your room. You can smoke on the balcony while having the sliding door closed. Please be considerate to your neighbours.
- (F) Party in your room after 10pm as your neighbours have the right to peaceful enjoyment. Come down to the bar instead!
- (G) Have conversations in the hallways when you get home past 10pm. Your voice may not sound so loud to you but it is rather disturbing to the other residents that try to sleep.
- (H) Do not open your front door if the room is smoky! It will activate a fire alarm and send an emergency request to the Queensland Fire Brigade. Any fees and penalties for causing false alarms will be billed to the room/person who caused the false alarm. The Queensland Fire Brigade currently charges over \$1000! for each false alarm and they constantly increase this fee.
- (I) Hang towels on the balcony railing. Use your clothes airer instead.
- (J) Use sticky tape or pins on any walls as it peels off the paint.
- 11. Set your air conditioner below 22° Celsius (71.6° Fahrenheit) because at any temperature below that it may start to leak.

WHERE GOOD VIBES  
TIMES ARE FREE!



# Making a Phone Call

## 4.1 Costs

Setup costs

- Free (no setup or monthly line rental costs)

Calling rates

- Internal calls (room to room): free
- Australian 1800 numbers: free
- Local calls and Australian 1300 numbers: \$0.30 ea
- Non-local, interstate, mobile numbers: applicable charge per minute
- International calls: applicable charge per minute

## 4.2 Making a phone call

Internal call

Dial the room number.

Outside call

Dial «0» to get an outside line and then dial the actual number.

International call

1. Dial «0» to get an outside line and then dial the actual number.
2. Dial «0» to get an outside line
3. Dial «0011» for international calls
4. Dial country code
5. Dial the phone number

## 4.3 Speed dial numbers

Just speed dial the following numbers on your phone to be connected to the respective service:

- 1: Varsity Towers Reception (5554 1100)
- 2: State Emergency Services (000)
- 3: Bond University Student Medical (5595 4043)
- 4: Bond University Student Services (5595 4002)
- 5: Taxi (131 008)
- 6: Security (1300 554 801)

MAKE FRIENDS FOR LIFE!



# First Aid & Emergency Information

## 5.1 Life-threatening emergencies

Ring «000» for fire, police or ambulance in any life-threatening emergency. See the building location to the bottom right corner.

## 5.2 Police stations

The Robina police station is responsible for any incidents concerning Varsity Towers. If you cannot get through, please contact the Broadbeach or Surfers Paradise police station:

Robina Police Station  
ph: 5656 9111

Broadbeach Police Station  
Philip Avenue (cnr Surf Parade), Broadbeach  
ph: 5581 2800

Surfers Paradise Police Station  
68 Ferny Avenue, Surfers Paradise  
ph: 5570 7888

## 5.3 Public Hospitals

Gold Coast Hospital  
108 Nerang Street, Southport  
ph: 5571 8211

Robina Hospital  
2 Bayberry Lane, Robina  
ph: 5668 6000

Tweed Heads District Hospital:  
Powell Street, Tweed Heads  
ph: 5536 1133

## 5.4 Nearby pharmacies

Varsity Pharmacy  
201 Varsity Parade (Market Square)  
Varsity Lakes  
ph: 5575 9211

Christine Corner Pharmacy  
221 Christine Avenue, Robina  
ph: 5520 2800

## 5.5 After hours pharmacies

Nobby Beach Day/Night Pharmacy  
2211 Gold Coast Hwy, Nobby Beach  
8am to 8pm, 7days  
ph: 5572 7727

Surfers Paradise Day/Night Pharmacy  
14/3221 Surfers Paradise Blvd, Surfers Paradise  
7am to 12 midnight, 7 days  
ph: 5592 1321

## 5.6 Nearby medical assistance

Reception (first aid facility)  
Varsity Towers, level 1  
ph: 5554 1100

Bond University Medical Facility  
ph: 5595 4043

Varsity Medical Centre  
201 Varsity Parade (Market Square)  
Varsity Lakes  
ph: 5562 2360

Christine Avenue Medical Centre  
221 Christine Avenue (cnr Bermuda Street)  
Robina  
ph: 5576 0700

## 5.7 Poison information

Queensland poison information centre  
ph: 13 11 26

## 5.8 Security

For all personal security or after-hours issues concerning Varsity Towers, please contact «First Response Security»:

- Call 1300 554 801 or;
- dial «7» from any room within the building that has their phone line connected or;
- dial «7» from the phone that is located at the lobby on level 1 at reception

## 5.9 Lifeline

Suicide Prevention is a key focus for Lifeline in Australia. They can assist with understanding suicide prevention or helping someone at risk.  
ph: 13 11 14

### **BUILDING NAME:**

Varsity Towers

### **LOCATION:**

25 Lake Orr Drive, Robina  
(opposite Fitness First on Bermuda Street)

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# Fire Emergency

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## 6.1 If you discover a fire emergency

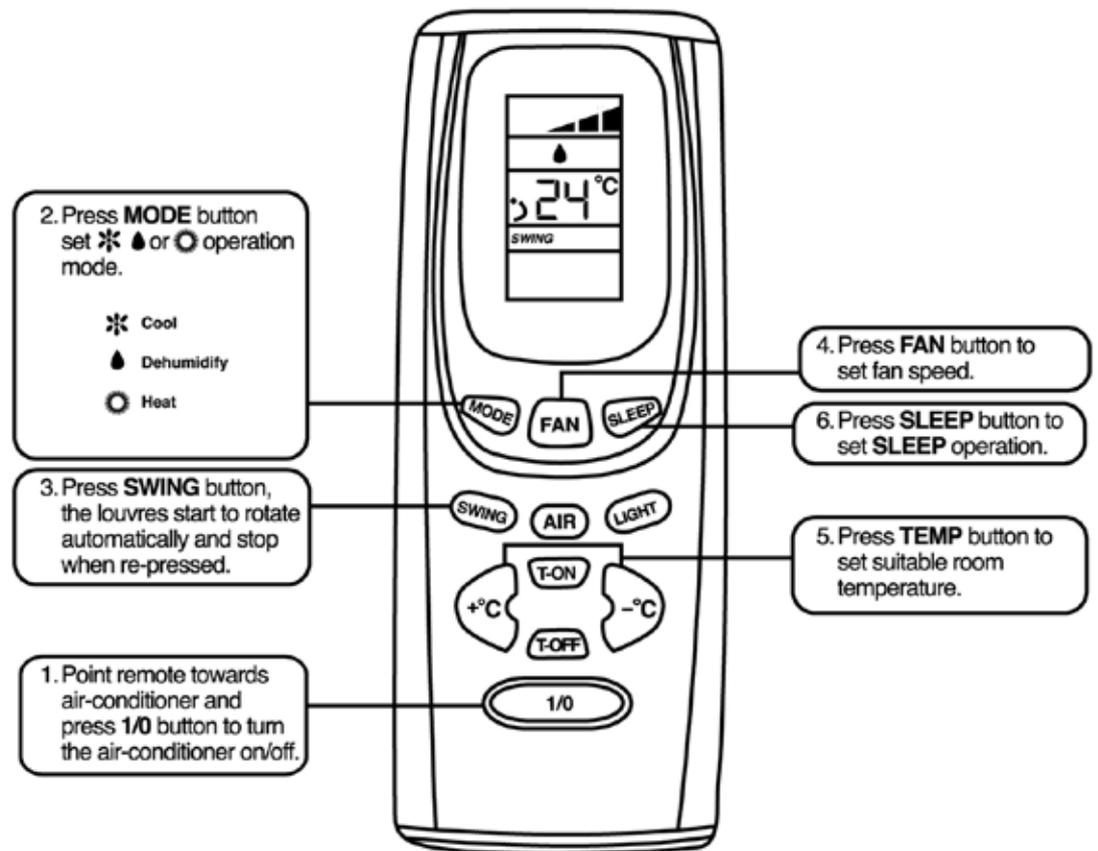
1. Sound the fire alarm system using the break glass alarms which are situated halfway along passage way on each floor
2. Alert other people in the vicinity
3. Evacuate the building

## 6.2 Procedure for fire evacuations

1. On hearing the fire alarm or when instructed to do so by the Building Fire Wardens:  
Evacuate the building:
  - Follow the fire exit signs
  - Do not use the elevators
  - Follow the fire exit signs
  - Do not panic, do not run, push or overtake
2. Immediately report any important information to the Warden, staff members or the Fire Brigade:
  - If you know what caused the fire alarm
  - If any person is still in the building
  - Any information about hazards
3. Proceed immediately to the designated assembly area (north car park):
  - Do not block the driveway
  - Do not stand in front of the main entry
  - Do not ask questions until you are advised that the situation is under control and it is safe to re-enter the building again
4. Do not re-enter the building unless advised to do so by the Warden or Fire Brigade.

## Air-condition Remote

**SET TEMPERATURE should be in range of 21° to 24° Celcius (69.8° to 75.2° Farenheit)\***



\*Do not set the aircondition below 21° Celcius as it may freeze up internally which may cause the aircondition to leak.

Always run the AC unit with the fan on "High" as this will push out the most air.

# Metric & Imperial Conversions

## 8.1 Length: metric to imperial

Metric to imperial

1 centimetre (cm) = 0.3937 inches(in)

1 metre (m) = 1.0936 yards (yds)

1 kilometre (km) = 0.6214 miles (M)

## 8.2 Length: imperial to metric

1 inch (in) = 2.54 centimetre

1 foot (ft) = 30.48 centimetre

1 yard = 0.9144 metre

1 mile = 1.6093 kilometre

## 8.3 Area: metric to imperial

1 cm<sup>2</sup> = 0.155 in<sup>2</sup>

1 m<sup>2</sup> = 1.196 yd<sup>2</sup>

1 km<sup>2</sup> = 0.3861 m<sup>2</sup>

## 8.4 Area: imperial to metric

1 in<sup>2</sup> = 6.4516 cm<sup>2</sup>

1 y<sup>2</sup> = 0.8361 m<sup>2</sup>

1 m<sup>2</sup> = 2.59 km<sup>2</sup>

## 8.5 Volume: metric to imperial

1 cubic centimetres (cc) = 0.061 cubic inches

1 cubic metres (m<sup>3</sup>) = 1.308 cubic yards

1 litre (l) = 0.22 imp. gallons (gal)

1 hectolitre (hl) = 21.997 gal

## 8.6 Volume: imperial to metric

1 cubic inch = 16.387 cc

1 cubic ft = 28.33 l

1 cubic yard = m<sup>3</sup>

1 imperial pint (pt) = 0.5683 l

1 gal = 4.546 l

## 8.7 Weight: metric to imperial

1 gram (g) = 0.0353 ounce (oz)

1 kilogram (kg) = 2.2046 pounds (lb)

1 tonne (t) = 0.9842 ton

## 8.8 Weight: imperial to metric

1 ounce (oz) = 28.35 gram (g)

1 pound (lb) = 0.4536 kg

1 ton = 1.016 tonne

## 8.9 Temperature: metric to imperial

degrees C = (degree F - 32) \* 5/9

degrees F = (degree C \* 9/5) + 32

1° C = 32° F

5° C = 41° F

10° C = 50° F

15° C = 59° F

20° C = 68° F

25° C = 77° F

30° C = 86° F

35° C = 95° F

40° C = 104° F

## 8.2 US measures

1 US dry pint = 0.5506 litre

1 US liquid pint = 0.4732 litre

1 US gallon = 3.785 litre

1 short cwt = 45.359 kilogram

1 short ton = 907.19 kilogram

## Room Inventory: Bedroom & Living Area



2 seat chaise lounge  
(beige or chocolate brown)



Bedside table and coffee  
table



Air conditioner remote



Bookcase TV unit



Cane basket



Air conditioner



Artwork (red or orange)



Cork board



Balcony door blind



Study desk



Bed skirt, aka valance  
(green or red or Brown)



Pillow protector



Bedside lamp  
(model, form  
and shape vary)



Full length mirror



King single bed  
& mattress

## Room Inventory: Bedroom & Living Area



Mattress protector (elastic corners)



NEC phone



Upholstered bed head (green or red)



Quilt (aka doona, blanket)



Upholstered cube (green or red)



Pillow



Window blind



Study desk chair (style, colour and model may vary)



Study desk lamp (style and model may vary)



Mobile drawer unit (orange or white)

## Room Inventory: Cleaning & Household Items



Iron



Broom



Bucket  
(colour and shape may vary)



Dustpan and brush  
(colour may vary)



Vacuum cleaner  
(brand or model may vary)



Easy chair (optional)



4 drawer wire basket



Foot stool (optional)



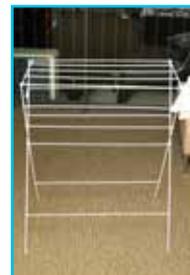
Ironing board



Bathroom garbage bin  
(shape may vary)



Mop



Clothes airer



Toilet brush

## Room Inventory: Kitchen & Dining



Dining table



Chopping board



Fridge (style may vary)



Coffee plunger



Kettle



Corkscrew bottle opener



Kitchen garbage bin



Knife block set



Dessert spoon



Teaspoon



Soup spoon



Table fork



Table knife



Vegetable peeler (model may vary)



Spatula



Wine glass (model and shape may vary)

## Room Inventory: Kitchen & Dining



Water glass  
(model and shape may vary)



Tea pot (aka creamer)



Sugar bowl



Tongs



Toaster (style, colour  
& model may vary)



saucepan (4 pieces)



Microwave oven  
(model and style may vary)



Small plate



Large plate



Cup



Bowl



Dining chairs



Large fry pan  
(style & model may vary)



Can opener



Dish drainer

THE BEST TIME OF YOUR LIFE!  
SOMETIMES



# Terms & Conditions

## 10.1 Booking terms & conditions

### 10.1.1 Definition of short and trimester (long term) stays

- (A) Daily, weekly, monthly bookings are considered as short term stays ("Short Term Stays").
- (B) Bookings of a minimum of 15 weeks are considered as trimester stays ("Trimester Stays").

### 10.1.2 Currency

All prices quoted in communications are in Australian Dollars (AUD).

### 10.1.3 Acceptance of application

It is at the Manager's discretion to offer a room for rent to any tenant who completes an approved application form and pays the required money by the due date. No room guarantees are made until a letter of confirmation has been sent by VT Management Pty Ltd. The applicant will be informed in writing by email whether or not the application has been successful within seven (7) business days.

### 10.1.4 Reservation deposit

No booking will be accepted without receiving the full deposit as specified below.

- (A) Short term stays require a non-refundable deposit equivalent to one night's accommodation. Upon check-in, the deposit will be allocated towards the total room charge.
- (B) Trimester stays are required to pay a deposit equal to six (6) weeks rent in order to make a reservation. Please refer to clause 10.1.6 and 10.3.38 for cancellation fees. Upon check-in, the portion equal to four (4) weeks rent will be allocated towards the room bond as outlined in item 10.1.5(B) (Room security & bond). The remaining portion equal to two (2) weeks rent will be allocated towards your rent.

### 10.1.5 Room security & bond

The following room security deposit is required upon check-in:

- (A) Short Term Stays are required to provide valid credit card details. Outstanding costs (including but not limited to outstanding room charges, excessive cleaning costs, replacements, repairs and damages) will be automatically charged to this card if not paid for upon departure.
- (B) Trimester Stays require a bond equivalent to four (4) weeks rent. The portion equal to four (4) weeks rent paid upon reservation, refer to clause 10.1.4(B), will be allocated towards the bond. All bonds will be sent to and held by the Residential Tenancies Authority (see [www.rta.qld.gov.au](http://www.rta.qld.gov.au)). Upon check-out, bonds will be refunded by the Residential Tenancies Authorities if all outstanding monies are paid and any room replacements, repairs, damages and/or cleaning costs have been paid for in full. The tenant cannot use the bond to pay rent.

### 10.1.6 Refunds

Any cancellations of Short Term Stay and Trimester Stay bookings made prior to arrival, may result in the deposit being forfeited.

Monies paid in excess of the deposit will be refunded by bank cheque. 3rd party fees (including but not limited to credit card fees & bank fees) will be deducted from the refund.

# Terms & Conditions

## 10.2 Arrival terms & conditions

### 10.2.1 Identification upon arrival

All residents staying at Varsity Towers are required to provide the following sources of identification:

#### 10.2.1.1 Short term stays

All Short Term Stays are required to provide the following information:

Identification needed:

Valid credit card; and one of the following:

- Current passport
- Current Australian Proof of Age card
- Current Australian Driver's License

#### 10.2.1.2 Trimester stays - agent bookings

Explanation/applies to:

Residents that have booked through a recognized agent. Current agents are:

- Arcadia
- Australearn
- CIS
- Study Australia

Identification needed:

- Current Passport

#### 10.2.1.3 Trimester stays - direct bookings (current Bond University students)

Explanation/applies to:

Residents that:

- booked directly with Varsity Towers or through an agent other than Arcadia, Australearn, CIS or Study Australia;
- are enrolled with Bond University or the Bond University Language Institute (BUELI) for the upcoming trimester;
- have been studying at Bond University or BUELI for at least 1 trimester prior to moving to Varsity Towers; and
- possess a current Bond University identification card.

Identification needed:

Current Bond University or BUELI identification card; and one of the following:

- Current passport
- Current Australian Proof of Age card
- Current Australian Driver's License

#### 10.2.1.4 Trimester stays - direct bookings (new Bond University students)

Explanation/applies to:

Residents that:

- booked directly with Varsity Towers or through an agent other than Arcadia, Australearn, CIS or Study Australia;
- are enrolled with Bond University or the Bond University Language Institute (BUELI) for the upcoming trimester; and
- have not been studying at Bond University or BUELI for at least 1 trimester prior to moving to Varsity Towers.

Identification needed:

- Confirmation of enrolment from Bond University or BUELI; or

# Terms & Conditions

- Current Bond University or BUELI identification card; and one of the following:
  - Current passport
  - Current Australian Proof of Age card
  - Current Australian Driver's License
  - Airplane ticket, bank card or credit card

## 10.2.1.5 Trimester stays - direct bookings (Griffith University, Central Queensland University, Southern Cross University)

Explanation/applies to:

Residents that:

- booked directly with Varsity Towers or through an agent other than Arcadia, Australearn, CIS or Study Australia;
- are currently enrolled with Griffith University, Central Queensland University or Southern Cross University; and
- will remain enrolled at university while staying at Varsity Towers.

Identification needed:

- Confirmation of enrolment; or
- Current university student identification card; and two of the following:
  - Current passport
  - Current Australian Proof of Age card
  - Current Australian Driver's License
  - Airplane ticket, bank card or credit card

## 10.2.1.6 Trimester stays - direct bookings (non-Bond University, Griffith University, Central Queensland University or Southern Cross University students)

Explanation/applies to:

Residents that:

- booked directly with Varsity Towers or through an agent other than Arcadia, Australearn, CIS or Study Australia;
- are enrolled with a recognized education institute/school other than Bond University, Griffith University, Central Queensland University or Southern Cross University; and
- will remain enrolled with the education institute/school while staying at Varsity Towers.

Identification needed:

A total of 70 points accumulated from any of the following (at least one of the items listed with an asterisk are required):

- Passport (70 pts)\*
- Australian Proof of Age card (30 pts)\*
- Australian Driver's License (30 pts)\*
- Tenancy history ledger (20 pts)
- Previous tenancy agreement (20 pts)
- Previous four rent receipts (20 pts)
- Rental Bond receipt (20 pts)
- Pay advice (15 pts)
- Australian motor vehicle registration (15 pts)
- Telephone account (10 pts)
- Electricity account (10 pts)
- Gas account (10 pts)
- Bank or credit card statements (10 pts)
- Bank or credit card (10 pts)
- Pension card (10 pts)
- Health care card (10 pts)
- Medicate card (10 pts)
- Birth certificate (10 pts)

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# Terms & Conditions

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## 10.2.2 After office hours arrivals

Short Term Stays must provide valid credit card details for security and pre-pay the room cost for the entire stay in order to be able to check-in after office hours.

There are two different check-in procedures for Trimester Stays:

- (A) Check-in during «Bond O-week» period (1 week prior «Bond O-week», during «Bond O-week» and 1 week after «Bond O-week»):
  - (a) Varsity Towers offers three check-in times per day between Monday and Friday (except on public holidays): 10am, 1pm and 4pm
  - (b) Arrivals outside above check-in sessions will not be catered for. It is strongly suggested to arrive 10 to 15 minutes prior to the above check-in times. Anyone arriving past the start of the check-in session will have to wait until the next session.
  - (c) Arrivals past 4pm will have to wait until the next morning. Arrivals after 4pm on Friday afternoon will have to wait until the following Monday morning to be able to check in. VT Management does not cater for individual check-ins on the weekend.
  - (d) Agents and group booking organizers are encouraged to contact VT Management in order to organize individual check-in sessions.
  
- (B) Check-in outside «Bond O-week» period (1 week prior «Bond O-week», during «Bond O-week» and 1 week after «Bond O-week»):
  - (a) Trimester Stay arrivals outside Bond O-week are required to arrive during office hours.
  - (b) VT Management does not cater for arrivals between 5pm and 9am from Monday to Friday, on weekends (Saturday & Sunday) or on public holidays.

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## 10.3 Varsity Towers' special terms & conditions of living at Varsity Towers

Varsity Towers is student accommodation only. Residents must be enrolled as a student or affiliated with a school.

### 10.3.1 Reception

The reception is located in the centre of the building on the first level. The reception hours are outlined in item 2 (Office hours). Contact details are as following:

Physical address:  
Varsity Towers  
Reception, Level 1  
25 Lake Orr Drive  
Robina, QLD 4226  
Australia

Mailing address:  
Varsity Towers  
Reception  
Locked Bag 1010  
Robina, QLD 4226  
Australia

Phone:  
+61 7 5554 1100

Facsimile:  
+61 7 5554 1200

Email:  
reception@varsitytowers.com.au

### 10.3.2 Office hours

Office hours are from Monday to Friday, 9am to 5pm. The office is closed on Saturdays, Sundays and on public holidays.

Office hours may be changed on occasion. VT Management Pty Ltd aims to communicate such individual changes early in advance by putting up signs on prominent places within the building. In special circumstances, VT Management Pty Ltd may change the office hours without prior notice.

### 10.3.3 More than one (1) person residing on premises

All residents and/or guests residing on premises must be known to VT Management Pty Ltd.

No surcharges apply if there is more than one (1) person residing in a Short Term Stay room. For each type of room there are restrictions in regards to number of people who can stay in a short term room:

- (A) Studio rooms: Two (2) people
- (B) Twin rooms: Two (2) people
- (C) 2 bedroom apartments: Three (3) people

The number of people allowed to reside in Trimester Stay rooms is different to short term accommodation. Following numbers apply for trimester stays:

- (A) Studio rooms: One (1) person
- (B) Studio Plus rooms: One (1) person
- (C) 1 bedroom apartments: Two (2) people
- (D) 2 bedroom apartments: Two (2) people
- (E) 3 bedroom apartments: Three (3) people

In special circumstances, VT Management Pty Ltd may allow an additional person to stay on premises. A surcharge of ten (10%) percent of the standard rate per additional person may apply. Requests for an additional person must be made prior to this person moving on premises. If the request is granted, this person is required to sign a lease with VT Management Pty Ltd.

# Terms & Conditions

Any people residing on the premises without the knowledge of VT Management Pty Ltd will be evicted from the premises with immediate effect. Re-entry will be refused and the Tenancy Agreement with the tenant/guest may be terminated.

## 10.3.4 Subletting

Subletting is not permitted without the written authority of VT Management Pty Ltd and/or the owner of the premises.

## 10.3.5 Charge accounts at Varsity Towers

There are two (2) accounts set up for each resident:

- (A) **Rent Account:** This account must remain two (2) weeks in advance at all times as per the lease agreement.
- (B) **Room Charge Account:** This account is for additional charges other than rent. This account must be paid to a zero balance two (2) days prior to the end of each calendar month or upon check-out (whichever comes first) or penalties will be imposed - refer to clause 10.3.9(D).

## 10.3.6 Paying rent & room charges by credit card

Tenants paying by credit card must have the credit facility of enough credit at all times. The following credit card charges apply on the total amount:

- (A) American Express attracts a 4.12 percent surcharge
- (C) Mastercard attracts a 2.57 percent surcharge
- (D) VISA card attracts a 2.57 percent surcharge

## 10.3.7 Short Term Stays payment deadlines

- (A) **Booking deposit:**  
Must be paid in full upon reservation. See Booking terms & conditions, item 10.1.4(A) - Reservation deposit.
- (B) **Room security:**  
Must be provided upon check-in. See Booking terms & conditions, item 10.1.5(A) - Room security & bond.
- (C) **Balance of accommodation:**  
Must be paid in full upon check-in.
- (D) **Room charges:**  
Must be paid in full two (2) days prior to the end of each month or upon check-out (whichever comes first).

## 10.3.8 Trimester Stays payment deadlines

- (A) **Booking deposit:**  
Must be paid in full upon reservation. See Booking terms & conditions, item 10.1.4(B) - Reservation deposit.
- (B) **Room security bond:**  
The non-refundable booking deposit equivalent to four (4) weeks rent will be automatically converted into a bond upon check-in. See Booking terms & conditions, item 10.1.5(B) - Reservation deposit.
- (C) **Rent:**  
The refundable booking deposit equivalent to two (2) weeks rent will count towards the rent upon check-in. See Booking terms & conditions, item 5B - Reservation deposit. The rent account must remain at least fourteen (14) days in credit at all times.
- (D) **Room charges:**  
Must be paid in full two (2) days prior to the end of each calendar month or upon check-out (whichever comes first).

# Terms & Conditions

## 10.3.9 Failing to meet payment deadlines

It is the tenant's responsibility to ensure that all payment deadlines are met. The following actions may be taken by VT Management Pty Ltd if the tenant fails to comply with the payment deadlines as outlined in item 10.3.7 and 10.3.8:

- (A) **Booking deposit:**  
Room will not be reserved until payment has been made.
- (B) **Room security deposit:**  
Keys will not be handed out if room security deposit has not been provided.
- (C) **Rent:**  
Failing to keep the rental account at least fourteen (14) days in credit will result in a breach notice and this may ultimately result in the cancellation of the rental agreement.
- (D) **Room charges:**  
An administrative fee of \$25 per week for late payments will apply until payment has been made. Room charge capabilities will be disabled and may not be reinstated. Failure to pay outstanding room charges will result in all ancillary services being disabled.

All outstanding room charges after checking out will be charged to the credit card on file.

## 10.3.10 Contents Insurance

It is the tenant's responsibility to lock their apartment. VT Management Pty Ltd is not responsible nor accountable for the theft of or damage to tenants' personal possessions.

If the lessor does have insurance cover, the tenant must not do or allow anything to be done that would invalidate any insurance policy for the premises or increase the premium of the policy. If the tenant does accidental damage to the property and the lessor wishes to claim on his insurance policy the lessor may ask the tenant to pay the "excess" on the policy.

**"IT IS THE TENANTS RESPONSIBILITY TO INSURE THEIR OWN PROPERTY & POSSESSIONS BY WAY OF PERSONAL CONTENTS INSURANCE. VT Management Pty Ltd strongly recommend that you (the tenant) attend to this as soon as possible."**

## 10.3.11 Damage or Loss of Property

A complete list of all room inclusions and a condition report of the room will be provided upon arrival. It is the tenant's responsibility to check off the list and return it within seventy two (72) hours highlighting any discrepancies.

By not returning the room inclusion list and the condition report within the seventy two (72) hours, the tenant will be responsible for all non-recorded maintenance and missing room inventory items.

All room inclusion inventory items are available for purchase at the reception of Varsity Towers. Broken or lost items should be ordered and paid for not later than three (3) days prior to pick up. Any item(s) not replaced upon check out will attract a \$25 room restocking fee this will be charged to your bond refund. Room replacement items not matching the original inventory will not be accepted.

It is the responsibility of the tenant to replace light bulbs and batteries in their room at their own cost.

The use of equipment and items in the room including but not limited to the air-conditioner, hot plates, showers, taps and all electrical items are the sole risk of the user and as such VT Management Pty Ltd may not be held responsible or liable for any damage to any property or mental or physical injuries to people howsoever caused other than the wilful or negligent act or omission of VT Management Pty Ltd.

All use of equipment, products and services in the common area of Varsity Towers including but not limited to the 360 Bar, VStore, laundry or elevators are at the sole risk of the user and as such VT Management Pty Ltd may not be held responsible or liable for any damage to any property or mental or physical injuries to people howsoever caused other than the wilful or negligent act or omission of VT Management Pty Ltd.

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## 10.3.12 Car parking

Limited undercover car parking is available at Varsity Towers. Off-street car parking is also available to residents of Varsity Towers. All residents are required to display a current Varsity Towers "resident parking permit" on their vehicle. The permit can be purchased from reception located on level 1. The permit must be affixed to the bottom right hand side of the windscreen. Any vehicles not displaying a current "resident parking permit" may be towed at the vehicle owner's expense. Access to the undercover car park is allocated by VT Management Pty Ltd during "O week" of each semester. Vehicles that have access to undercover parking must display their parking Hang Tag at all times with the permit number visible from the front of the vehicle. Any vehicles parked in the undercover car park not displaying a current Hang Tag may be towed at the vehicle owner's expense. All vehicles must be parked in the marked parking bays. Vehicles parked outside of these marked parking bays, including vehicles parked on specifically marked yellow lines, may be towed at the vehicle owner's expense. All vehicles parked at Varsity Towers must be roadworthy and display a current registration sticker. Any unregistered vehicles, un-roadworthy or potentially hazardous vehicles may be towed at the vehicle owner's expense. All vehicles parked at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not liable for the theft of, or any damage to vehicles.

## 10.3.13 Bicycles

Bicycles must be left in the car park at the dedicated bike racks and must not be brought into the building and/or the room. Bicycles are not permitted to be locked to the outside of the building. Bicycles left outside the dedicated bike racks may be removed at the bicycle owner's expense.

All bicycles left at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not accountable or liable for the theft of or any damage to bicycles in the car park or on any other Varsity Towers property howsoever caused other than the wilful or negligent act or omission of VT Management Pty Ltd.

## 10.3.14 Motorbikes

Motor bikes must not be brought into the building and/or the room.

Motor bikes of residents can be parked either in the north car park next to the bike racks or in the south car park on the far south side at the washing bay.

Motor bikes that are parked in the car park must be registered to reception in order to gain car park access. Motor bikes of visitors or residents who did not register their motor bikes with reception can be parked outside Varsity Towers' building in the dedicated car ports.

Motor bikes parked outside these car ports including motor bikes parked on specifically marked "no parking" areas may be towed away at the expense of the motor bike's owner.

Motor bikes parked at Varsity Towers must be roadworthy and registered. Any unregistered, non-roadworthy or potentially hazardous motor bikes may be towed away at the expense of the motor bike's owner.

All motor bikes parked at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not accountable or liable for the theft of or any damage to cars in the car park or on any other Varsity Towers property howsoever caused other than the wilful or negligent act or omission of VT Management Pty Ltd.

## 10.3.15 Smoking

Varsity Towers is a non smoking building and as such smoking in any part of the building, including rooms and public areas, is strictly prohibited.

Public areas include but are not limited to all corridors, the bar, the reception area, the entry foyer, emergency exit stairs and the car park. Anyone found breaching this rule will be fined a minimum penalty of \$150 per occurrence. Continuously breaching this rule will lead to the immediate eviction from the building.

Tenants will be charged up to \$500 for room laundering if smoking is evident.

## 10.3.16 Fire alarms

Residents who cause a fire alarm are responsible for costs incurred in the event the Queensland Fire & Rescue Service is called due to a fire alarm.

Residents are responsible for the behaviour and actions of their guests and as such they are responsible for any costs incurred in the event Queensland Fire & Rescue Service are called due to a fire alarm caused by their guests.

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## 10.3.17 Room Inspections

Inspections of your room will be conducted as per the Residential Tenancies and Rooming Accommodation Act 2008. Tenants will be given written notice of all inspections. VT Management Pty Ltd will adhere to minimum notice times as required by the rules and regulations set by the Residential Tenancies Authority.

If VT Management Pty Ltd is unsatisfied with the general cleanliness of your room, or if excessive damage to the property has been made, a breach notice will be issued and your tenancy may be terminated.

## 10.3.18 Guests

Tenants are responsible for the conduct and actions of their guests. Tenants must ensure their guests do not interfere with the reasonable peace, comfort or privacy of other residents. Tenants/residents must ensure their guests are aware of the house rules for these premises.

Management reserves the right to evict any guests that are acting in a disorderly manner. Guests must buzz up to the tenants' rooms from the building entrance. Tenants must meet their guests at the entrance and bring them up to their room.

## 10.3.19 Quiet Policy

All tenants are asked to consider others and are requested to quiet down nightly from 10pm. From 10pm, all balcony doors must be closed.

In the case of any noise complaints where security is called to your room a \$65 penalty charge will be automatically billed to the tenant's room and a breach notice will be issued. Continuous noise complaints may result in the tenancy agreement being cancelled.

## 10.3.20 Rubbish

It is the tenants' responsibility to remove the rubbish from their room regularly. Garbage bins are located in the north lock up garage/car park and a garbage chute is also located on each floor next to the elevator on the far northern end of the building near room 21.

Rubbish is not to be left outside the door or any other common property areas. Anyone found breaching this rule will be fined a minimum penalty of \$100 per occurrence.

Depositing rubbish in any fire exit will result in a fine of \$1800 as per the Queensland fire regulations.

## 10.3.21 Ants & Insects

Insects are part of subtropical Queensland. Therefore we advise you to avoid leaving any food matter uncovered.

## 10.3.22 Room keys, elevator tags & car park access tags

Misuse of the key or the proximity card that jeopardizes the security of the building and the tenants is a breach of your tenancy agreement. Tenants are fully responsible and liable for any direct and indirect or consequential loss, damage or injuries caused through the misuse of their key and/or proximity card.

Proximity card (which provides access to the elevator and the car park) replacements during the tenancy can be ordered at a cost of \$137.50 per proximity card.

## 10.3.23 Change of room locks

VT Management Pty Ltd strongly advises tenants to replace their door locks immediately if the room key has been lost or stolen. Tenants are able to temporarily sign out a second room key if they have lost their key. After 48 hours of signing out a key, VT Management Pty Ltd will automatically organize the door locks to be replaced without additional notice at the tenant's cost if the original key has not been found and the second key has not been returned to reception.

Room locks will be replaced within 48 hours of departure if the tenant does not hand back all keys upon departure.

A door lock change during office hours attracts a charge of \$300. This cost includes a new key and a proximity card. A door lock change outside office hours attracts an additional \$175 surcharge.

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Short Term Stays will be automatically charged on their credit card if keys and/or proximity cards are not handed back within 48 hours of departure. Trimester Stays will be billed on their incidental account which must be paid off at the end of the month.

## 10.3.24 Lock outs

**During office hours, as specified in item 2 (Office hours), a temporary room key can be signed out from reception.**

After office hours, First Response Security can be called up in order to gain access to the room. They can be contacted by dialing '7' on any phone that has a connection to make outside calls within the building or by calling them directly on 1300 554 801. Proof of identity is required prior to any doors being opened and a service charge of \$88 will be automatically charged to the tenant's room charge account.

Alternatively, any lock smith can be called up. The phone number can either be found in the Yellow Pages or by calling up Telstra Directory Assistance on 1223. The average charge will be approximately \$180 or more.

## 10.3.25 Balcony

Balconies must not be used for storage and clothes must not be hung over the railing to dry. Room inventory other than the balcony furniture must not be placed or stored on the balconies. Tenants will be charged for any replacements necessary due to damage to the room inventory.

**Jumping off balconies into the lake is strictly prohibited. VT Management Pty Ltd must stress the dangers of such an act as the lake is only 1 metre (3 feet) deep and very rocky.**

Throwing items (including but not limited to cigarette butts and rubbish) into the lake is strictly prohibited and will incur a \$100 fine.

Any person found urinating from any balconies will be charged a \$100 fine and a breach notice will be issued. If the behaviour persists, the tenant/guest will be evicted from the building.

## 10.3.26 Pool

The pool is not managed by VT Management Pty Ltd. However, the current owners of the pool area provide access to the pool free of charge. The owner of the pool reserves the right to cancel access to the pool anytime without prior notice.

Note; the use of the pool is at your own risk. There is no lifeguard on duty.

The Pool is currently not available for use!

## 10.3.27 General maintenance

Tenants are required to inform reception about any damage to the premises as soon as they become aware of it. A maintenance request form must be filled in and handed to reception.

Light bulbs and batteries are the responsibility of the tenant at their own cost.

Any non-urgent repairs to the premises which are deemed necessary will be repaired by VT Management Pty Ltd or one of their subcontractors within fourteen (14) days of notice. Urgent repairs such as electricity, water, gas and external door locks will be repaired within twenty-four (24) hours of notice.

## 10.3.28 Linen

Rooms for trimester stays do not include bed linen and/or bathroom towels. Rooms for Short Term Stays are fully supplied with bed linen and a bathroom towel.

Trimester Stays are required to supply a sheet set, a pillow case and quilt cover. Using the bed without linen is deemed as unsanitary and therefore the tenants will be charged for the replacement cost of the mattress, the mattress cover, the pillow, the pillow protector and the doona.

A linen pack is available for purchase at reception for a nominal price. Details and prices can be requested from reception.

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## 10.3.29 Room cleaning for Short Term Stays

Housekeeping for Short Term Stays will be organized every seven (7) days. Housekeeping for short term stays includes:

- Wipe down kitchen
- Wipe down shower
- Wipe down toilet
- Spot vacuum
- Spot clean windows
- Change of linen
- Change of bathroom towels

An exit cleaning cost will be billed to the guest if the room is deemed as unsanitary.

## 10.3.30 Room cleaning for Trimester Stays

Housekeeping is not included for Trimester Stays. It is the tenant's responsibility to keep the premises and the room inclusions clean.

A once-off clean or weekly/fortnightly housekeeping can be organized by reception.

Standard clean studio (cost: \$35 per clean):

- Wipe down kitchen
- Wipe down shower
- Wipe down toilet
- Spot vacuum
- Spot clean windows

Full service clean studio (cost: \$75 per clean):

- Cleaning of all dishes
- Mop floor
- Clean kitchen
- Clean shower
- Clean toilet
- Spot vacuum
- Clean windows

Above prices are indicative for studio rooms only. Cleaning cost for one bedroom units, two bedroom apartments and three bedroom apartments vary from above prices. Please contact reception for details. Special cleaning requests are also available. Please contact reception to discuss details and costs.

Upon check-out, tenants are required to conduct the following (hereafter referred as "Exit Clean"):

- Professionally clean the unit.
- Professionally cleaning the carpets.
- Professionally dry-cleaning the quilt, pillow & mattress protector.
- Professionally sanitize the mattress
- Replace the mop head
- Replace the vacuum cleaner bag

Tenants are able to organize the Exit Clean on their own if they wish to do so (alternatively they can ask VT Management Pty Ltd to organize this for a fixed cost as indicated below). All cleaning must be conducted by a professional and all cleaning must be finalized by no later than 10am on the date of departure. Receipts for the cleaning are required (the receipts must show the ABN number of the cleaning business). The tenant is required to be present during the inspection which must be carried out after all cleaning has been conducted. The date and time of the inspection needs to be arranged with reception at least 30 days prior to the end of the tenancy. Any Exit Clean items that are not up to the required standard must be rectified by the tenant within 2 hours of the inspection otherwise they will be charged the full standard exit cost.

Instead of organizing the Exit Clean on their own, tenants are able to get VT Management Pty Ltd to organize all exit cleaning for them. The cost for this is as following:

- (A) Studio: \$260.00
- (B) 1 Bedroom apartment: \$345.00
- (C) 2 bedroom apartments: \$240.00 per room (\$480 per apartment)
- (D) 3 bedroom apartments: \$210.00 per room (\$630.00 per apartment)

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This cost covers the following:

- Basic room exit clean
- Carpet steam clean
- Dry cleaning of quilt/duona, mattress protector, pillow protector
- Mattress sanitization
- Replacement of mop head

The following costs are not included in the exit cleaning flat rate:

Extensive cleaning (\$45 per 30 minutes)

The flat rate covers the room exit cleaning cost for up to 2 hours. Any rooms that require more than 2 hours cleaning will be charged at \$45 per half hour (charged in 30 minutes intervals).

Rubbish removal (\$30)

Any rooms that leave rubbish behind will be charged a rubbish removal fee of \$30 which will cover the cost of removing the rubbish from the room and sanitizing the area where rubbish was left behind.

Cleaning of dishes (\$30)

Any tenants that do not clean all their dishes & cutlery upon their departure will be charged a flat rate of \$30 which will cover the cost of cleaning the dishes.

Moving furniture (\$30)

The furniture needs to be put back to the original setup. Any tenant that did not comply with this will be charged a standard fee as of \$30.

Carpet stain removal (as per quote)

\$55 for standard stains up to 10cm x 10cm – or as per quote for larger stains.

Smoke bomb (\$120)

Any rooms that require an odour sanitization due to smoking or poor hygiene will incur a AUD 120 fee.

Maintenance (various)

All room maintenance that was not recorded on the entry condition report and/or which is not deemed as normal wear and tear will be charged to the tenant as per the contracted price.

Missing / broken room inventory (various)

All missing or broken room inventory items that were not recorded as missing or broken upon arrival will be charged to the tenant.

## 10.3.31 Pests

The tenant is responsible for the cost of the pest treatment if pests are present upon departure or during the tenant's lease.

## 10.3.32 TV & DVD

Please note, there is no cable TV access in the rooms.

TV/DVD units are for hire at a weekly charge of \$12.00 from Varsity Towers. A minimum charge of 15 weeks is applicable to all hire agreements. All fees need to be paid in advance.

Missing TV or DVD remotes will be charged to the tenant. The charge per TV/DVD remote is \$150.00 per remote.

Tenants can bring / buy their own TV and DVD units.

## 10.3.33 Phone for Short Term Stays

There is no phone line connection or line rental fee for Short Term Stays. The cost for each phone call will be charged to the room charge account:

- (A) Phone calls within the building are free of charge.
- (B) Australian 1800 numbers do not incur any costs charged by VT Management Pty Ltd.
- (C) Local phone calls to a standard landline and Australian 1300 numbers are charged at a flat rate of thirty (30) cents per dialed number regardless of the duration of the call.

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- (D) Calls to non-local numbers, interstate, international, mobiles, and any other special numbers are charged at a higher 'per-click rate'. The cost for these calls vary and depend on things such as the time, duration and number called. VT Management Pty Ltd advises to use calling cards to make such calls.

## 10.3.34 Phone for Trimester Stays

Phone line access to the rooms can only be provided by VT Management Pty Ltd. The cost comprises of the following:

- i. Phone line connection setup fee is included in you stay with VT Management Pty Ltd
- ii. Phone line rental is included in your stay with VT Management Pty Ltd
- iii. The cost for each phone call will be charged to the room charge account:
  - (A) Phone calls within the building are free of charge.
  - (B) Australian 1800 numbers do not incur any costs charged by VT Management Pty Ltd.
  - (C) Local phone calls to a standard landline and Australian 1300 numbers are charged at a flat rate of thirty (30) cents per dialed number regardless of the duration of the call.
  - (D) Calls to non-local numbers, interstate, international, mobiles, or any other special numbers are charged at a higher 'per-click rate'. The cost for these calls vary and depend on things such as the time, duration and number called. VT Management advises to use calling cards to make such calls.

## 10.3.35 Internet

A broadband internet connection is provided by BigAir. The connection and the management of any internet related issues are the full responsibility of BigAir Community Broadband Any internet connection related questions or issues shall be brought to the attention of BigAir - phone number 1300 739 822

## 10.3.36 360 bar

The licensed bar on the first level of Varsity Towers is solely for tenants and their guests.

Business hours are from Monday to Saturday from 6pm. The bar is closed on Sundays and on public holidays. Business hours may be changed without prior notice in order to accommodate the needs of current tenants.

VT Management Pty Ltd supports their staff in the responsible service of alcohol.

VT Management Pty Ltd reserves the right to refuse entry and service to:

- All persons without proper proof of age. Accepted proof of age is either one of the following:
  - A current Australian driver's license or learners permit
  - A current passport (from any country)
  - An Australian government-issued proof of age card (18+ card)
  - A Victorian key pass
- All persons under 18 years
- All unduly intoxicated/disorderly patrons
- All persons who are not residents of Varsity Towers or guests of Varsity Towers residents
- All persons acting or speaking offensively or inappropriately
- All persons making too much noise
- All persons inappropriately dressed
- All persons who could cause hazardous danger to themselves, staff, residents or other guests
- All persons causing damage to the property or its facilities
- All persons not adhering to the No Smoking rules
- All persons throwing items off the balcony
- All persons who are known to have previously caused problems in any establishment

# Terms & Conditions

## 10.3.37 Termination of Rental Agreement by VT Management Pty Ltd

VT Management Pty Ltd has the authority to terminate any rental contract with any tenant at any time if the tenant or their guests are found:

- Not maintaining a hygienically clean and well cared for room.
- Making excessive noise beyond what is deemed appropriate by the Manager.
- Not obeying the 10pm quiet policy.
- Causing other residents personal, emotional or bodily harm.
- Being rude or using rude & expletive or unacceptable language.
- Sexual misconduct or harassment.
- Racial, religious or sexual intolerance displayed.
- Willfully damaging the property of any fellow tenant, staff member or that of Varsity Towers.
- Setting off fire alarms.
- Jumping off balconies.
- Using Varsity Tower's equipment without approval.
- Tampering with any equipment.
- Drinking alcohol in excess and causing house keeping problems that are damaging to the care of the property, in public space or in the privacy of the room.
- Possessing guns or fireworks.
- Possessing, selling or using any illicit drugs. The Police will also be called.

VT Management Pty Ltd may terminate the rental agreement and then give the tenant one (1) week to exit the building. VT Management Pty Ltd reserves the right to inform education providers, 3rd party booking agents and parents of the students of any misconduct of the students. Expelled tenants will be barred from returning as a guest or resident.

## 10.3.38 Termination of Rental Agreement by the tenant

VT Management Pty Ltd follows the rules and regulations as set by the Residential Tenancy Authority.

A tenant cannot terminate the rental agreement midway into the rental period without appropriate reasons acceptable to VT Management Pty Ltd. All requests must be made to VT Management Pty Ltd in writing by giving as much notice as possible.

The tenants/s will be liable to pay rent until a new tenant is found or until the end of the tenancy agreement (whichever comes first) as well as these costs:

- A re-letting fee equal to one (1) week's rent
- All advertising costs

## 10.3.39 Exit date

If a tenant wishes to extend their tenancy past their scheduled departure date, unless reception are informed well in advance, the tenant is not guaranteed the same room for the extended stay period.

When departing Varsity Towers all rooms are to be vacated by 10.00am on the day of departure.

## 10.3.40 Liability

The Management and staff are not liable for any personal injury inflicted to a student by his/her own actions.

## 10.3.41 Privacy

### How do we collect your information?

We will only collect information which is relevant to our business relationship with you. The information we may collect includes any details that you provide or send to us voluntarily including but not limited to personal details from which you can be identified or which are relevant to your application to be offered accommodation and/or car parking privileges at Varsity Towers, your contact and emergency contact details, financial and payment information, your residence address, use of your proximity card, security footage derived from the CCTV within the building, and use of our services.

We will collect this information directly from you or agents. If we use other sources we will tell you what they are.

If we do not obtain this personal information, we may be unable to provide you with accommodation at Varsity Towers or some of the extra services offered.

We will limit the use of your personal information to:

# Terms & Conditions

- Conduct our business of providing accommodation and associated services;
- Maintain our relationship with our tenants;
- Comply with legislative and regulatory requirements and otherwise fulfilling our legal obligations;
- Maintain records for the proper administration and operation of Varsity Tower.
- We will not share your personal information with any company or person, other than:
- Varsity Towers employees, agents, contractors and external advisers, such as lawyers, auditors, accountants, market research and promotional agencies;
- Our contractors if this is required to provide you the basic and extra services that are part of your standard and extra services or accommodation agreement with Varsity Towers;
- The body corporate of Varsity Towers and any company which is a related to the body corporate of Varsity Towers;
- Unless you have asked us not to, selected organizations with which Varsity Towers deals in connection with the operation of Varsity Towers and who in VT Management's assessment may offer to you services or products which may be of benefit to the tenants;
- Regulatory bodies, government agencies, law enforcement bodies, tribunals and courts as required by law.

Your information may be stored in hardcopy or electronically in our systems. We maintain physical security over our paper and electronic data storage.

You can access most of the personal information we hold about you and request corrections or updates. This right is subject to some exceptions, for example, you may not obtain access to information relating to existing or anticipated legal proceedings or which might threaten the privacy of others. We will promptly respond to any request for correction or updating of your personal information.

If you would like to gain access to or correct or update your personal information or you think we have failed to comply with the standards which are set out in this policy, please contact us as outlined in item 1 (Reception).

#### 10.3.42 Applicable rules & laws

VT Management Pty Ltd falls under the jurisdiction of laws in Queensland. The following two acts are directly influential to VT Management Pty Ltd:

- (A) Residential Tenancies and Rooming Accommodation Act 2008
- (B) Anti-Discrimination Act 1991

#### 10.3.43 Change of terms & conditions

These terms are correct at the time of printing although VT Management Pty Ltd reserves the right to add or change these conditions as required.

YOU WON'T FORGET  
SOME VIBES



# Terms & Conditions

## 10.4 House Rules

Varsity Towers is student accommodation only. Residents must be enrolled as a student or affiliated with a school.

### 10.4.1 Reception

The reception is located in the centre of the building on the first level. The reception hours are outlined in item 2 (Office hours). Contact details are as following:

Physical address:  
Varsity Towers  
Reception, Level 1  
25 Lake Orr Drive  
Robina, QLD 4226  
Australia

Mailing address:  
Varsity Towers  
Reception  
Locked Bag 1010  
Robina, QLD 4226  
Australia

Phone:  
+61 7 5554 1100

Facsimile:  
+61 7 5554 1200

Email:  
reception@varsitytowers.com.au

### 10.4.2 Opening / office hours

#### (1) Reception

Office hours are from Monday to Friday, 9am to 5pm. The office is closed on Saturdays, Sundays and on public holidays.

Office hours may be changed on occasion. VT Management Pty Ltd aims to communicate such individual changes early in advance by putting up signs on prominent places within the building. In special circumstances, VT Management Pty Ltd may change the office hours without prior notice.

#### (2) 360 bar

The bar is open from 6pm until late from Monday to Saturday from January until April and from September until December. The bar is closed on Sundays and on public holidays and during semester breaks.

The bar is open from around 7pm until late from Wednesday to Saturday from May until August. The bar is closed from Sunday to Tuesday and on public holidays and during semester breaks. The bar hours may be changed on occasion without prior notice.

#### (3) Laundry

The laundry is open from 7am until 10pm every day.

#### (4) Pool

The pool area is accessible from 8am until 8pm every day. "Currently not available for use"

#### (5) Security

Security is contactable at any time (24 hours, 7 days a week). They can be contacted by dialing '7' on any phone that has a connection to make outside calls within the building or by calling them directly on 1300 554 801. Please note, they are off site and may need some time to get to Varsity Towers.

### 10.4.3 Residents' and guests' behaviour

Residents must not interfere with the reasonable peace, comfort or privacy of other residents.

Residents must ensure their guests do not interfere with the reasonable peace, comfort or privacy of other residents.

# Terms & Conditions

## 10.4.4 Guests

Residents must ensure their guests are aware of the house rules for these premises.

## 10.4.5 Noise

All residents are asked to consider others and are requested to quiet down nightly from 10pm. From 10pm, all balcony doors must be closed.

In the case of any noise complaints where security is called to a resident's room a \$65 penalty charge will be automatically billed to the resident's room for each time security attended to the room and a breach notice will be issued.

Continuous noise complaints may result in the tenancy agreement being cancelled.

## 10.4.6 Maintenance of rooms

Residents must maintain their rooms:

- (a) in a way that does not interfere with the reasonable comfort of other residents; and
- (b) in a condition that does not give rise to a fire or health hazard.

Residents must not intentionally or recklessly damage or destroy any part of their rooms or a facility in their rooms.

## 10.4.7 Common areas

The service provider must take reasonable steps to ensure the common areas, and facilities provided in the common areas, are kept safe, clean and in good repair.

Residents must leave common areas neat, clean and tidy after using them.

Residents must ensure their guests leave common areas neat, clean and tidy after using them.

Common areas in these premises include the pool, laundry, 360 bar, basketball area at the northern side of the building, reception, reception lounge/area, public toilet located at reception, elevators, hallways, fire stairs, undercover garage, car parking space upfront the building and on the northern side of the building, road and walkway leading to Varsity Towers.

All use of equipment, products and services in the common area of Varsity Towers are the sole risk of the user and as such VT Management Pty Ltd may not be held responsible for any damage to any property or mental or physical injuries to people resulting from errors or accidents that are beyond the control of VT Management Pty Ltd.

## 10.4.8 Car parking

Limited undercover car parking is available at Varsity Towers. Off-street car parking is also available to residents of Varsity Towers.

All residents are required to display a current Varsity Towers "resident parking permit" on their vehicle. The permit can be purchased from reception located on level 1. The permit must be affixed to the bottom right hand side of the windscreen. Any vehicles not displaying a current "resident parking permit" may be towed at the vehicle owner's expense.

Access to the undercover car park is allocated by VT Management Pty Ltd during "O week" of each semester. Vehicles that have access to undercover parking must display their parking Hang Tag at all times with the permit number visible from the front of the vehicle. Any vehicles parked in the undercover car park not displaying a current Hang Tag may be towed at the vehicle owner's expense.

All vehicles must be parked in the marked parking bays. Vehicles parked outside of these marked parking bays, including vehicles parked on specifically marked yellow lines, may be towed at the vehicle owner's expense.

All vehicles parked at Varsity Towers must be roadworthy and display a current registration sticker. Any unregistered vehicles, un-roadworthy or potentially hazardous vehicles may be towed at the vehicle owner's expense.

All vehicles parked at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not liable for the theft of, or any damage to vehicles.

# Terms & Conditions

## 10.4.9 Bicycles

Bicycles must be left in the car park at the dedicated bike racks and must not be brought into the building and/or the room.

Bicycles are not permitted to be locked to the outside of the building.

Bicycles left outside the dedicated bike racks may be removed at the bicycle owner's expense. All bicycles left at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not accountable for the theft of or any damage to bicycles in the car park or on any other Varsity Towers property.

## 10.4.10 Motor bikes

Motor bikes must not be brought into the building and/or the room.

Motor bikes of residents can be parked either in the north car park next to the bike racks or in the south car park on the far south side at the car washing bay.

Motor bikes that are parked in the car park must be registered to reception in order to gain car park access. Motor bikes of visitors or residents who did not register their motor bike with reception can be parked outside Varsity Towers' building in the dedicated car ports.

Motor bikes parked outside these car ports including motor bikes parked on specifically marked "no parking" areas may be towed away at the expense of the motor bike's owner.

Motor bikes parked at Varsity Towers must be roadworthy and registered. Any unregistered, non-roadworthy or potentially hazardous motor bikes may be towed away at the expense of the motor bike's owner.

All motor bikes parked at Varsity Towers do so at the owner's risk. VT Management Pty Ltd is not accountable for the theft of or any damage to cars in the car park or on any other Varsity Towers property.

## 10.4.11 Access to residents' rooms

The service provider must take reasonable steps to ensure Residents have quiet enjoyment of their rooms.

The service provider must not enter residents' rooms other than as provided under the Residential Tenancies and Rooming Accommodation Act 2008.

## 10.4.12 Door locks and keys

Residents must not tamper with, or change, a door lock in the premises.

Residents must not make copies of keys without the service provider's permission.

## 10.4.13 Animals

Residents are not permitted to keep an animal on the premises.

## 10.4.14 Additional terms

Additional terms of living at Varsity Towers apply to residents of Varsity Towers. Please refer to:

- (A) Booking terms & conditions
- (B) Arrival terms & conditions
- (C) Varsity Towers' special terms of living at Varsity Towers

STUDY V-TIMS  
IN PARADISE!



# FAQ

## 11.1 Prior to arrival

### How early shall I book?

Obviously the earlier you book the more options you have to choose from. Most people book between 1.5 to 2 months prior to their arrival. Please visit our website for an overview of the current and upcoming trimester vacancies at Varsity Towers.

### Can you hold a room for me?

Unfortunately this would not be fair to our other residents. We do not hold rooms for anyone unless you have paid a deposit equivalent to six weeks' rent.

### I have my own bed. Can you move out the bed that is currently in my room?

We cannot move out the beds that come with the room, however if your bed has a slat base you may be able to slide it over the existing bedding which is fairly low to the ground.

### Can I have a bigger bed?

Only if you book a room on the 6th or 7th floor of our building which has one as we only have a limited number of rooms available with double beds.

### Do I have to provide my own sheets? What size?

You will need to provide your own bed linen and towels etc. The beds are a 'king single' size. Normal single sheets will not fit the bed. Linen packs containing a fitted sheet, flat sheet, pillowcase and towel can also be purchased from reception.

### Can you match me up with flatmates for a 2 or 3 bedroom apartment?

No, unfortunately this is not something we can do. You will need to find your own friends or roommates to live with. There are many roommate finder websites so if you don't know anyone this might be a good place to start if you want to share.

### Is there parking?

We have limited secure undercover car parking which is allocated (through a "lotto" system) at the beginning of each semester. Undercover car parking costs \$10/semester. We also have off street parking available for residents cost \$5.00 per semester and limited guests parking in front of the pool.

### My flight arrives outside your office hours. What can we do?

You will need to arrange airport hotel accommodation for the night as we will not be able to check you in outside office hours. You will need to attend a check-in session the following day.

### What payment methods do you accept?

We accept EFTPOS, cash, credit card and bank transfer.

### I'm going to study for more than 2 years. Can you offer me a discount if I sign a lease with duration of more than one semester?

There is no difference in price regardless if you stay the minimum of 15 weeks or 2 years. Please note that you have legal obligations when you sign a lease. It is not that simple to break a lease and there are always costs involved with that. We therefore encourage everyone to initially sign a lease for one semester only to see if the environment, your accommodation and the premises fit your preferences.

### My lease is for one semester only. Is it possible to extend my lease if I decide to stay longer?

Yes. A letter will be sent out around week 8 of the semester with options for renewing your lease for the following semester. As long as this letter is filled out and returned to reception by the due date, you will have no problem extending your lease for another semester.

### My flight back home leaves a couple of days later than I originally planned. Can I stay a little longer in my room?

The latest date for check out is the last day of the Bond University semester. If you need to stay longer than that we may be able to arrange for you to stay in one of our hotel rooms, subject to availability for the extra days you require.

### Can I have a pet in the room?

The Varsity Towers Body Corporate By-Laws prohibit pets being kept at Varsity Towers, however, if you would like to have a gold fish, go ahead.

## I have a child. Do you have any restrictions?

We do not have a restriction regarding living at Varsity Towers with a child however as we are predominately student accommodation it is something you should thoroughly consider before applying. Sometimes noise can be a problem during the busy semesters and would not be ideal for children.

## I'm not a student. Can I still stay at Varsity Towers?

Unfortunately, the city council's zoning restrictions do not allow us to accept any non-student applications. Applicants are required to be enrolled as a part- or full-time student with a registered training organization.

## I have some friends at Varsity Towers. Is it possible to organize a room that is close to them?

If you book well enough in advance it is usually possible to arrange a room close by someone else you know.

## 11.2 On arrival

### Can I change rooms once I arrive?

No, it is imperative that you book a room that you want to live in. We are usually booked out at the beginning of the semesters which makes it virtually impossible to move you to a different room when you arrive.

### I'd like to cancel my lease. Will I lose my entire Bond?

You may. If you choose to break your lease we will endeavour to find a replacement tenant to take over the lease, if we are successful you will need to pay rent until the date that the new tenant moves in, plus a re-letting fee of one week's rent, plus exit cleaning charges. If we are unsuccessful in finding a replacement tenant it is likely you will lose your entire bond.

### Is there a dedicated Internet Service Provider (ISP) for this building?

Yes, BigAir offers Internet plans that are tailored to the special needs of our residents.

### Can I use an ISP other than BigAir for the Internet service?

Yes, but please keep in mind that you can only use ISPs that offer wireless Internet because you are not able to use the existing phone line to set up an Internet connection. Also, please be advised that most ISPs in Australia have monthly download/upload limits. Ensure that you get enough download bandwidth per month.

### How long does it take to set up Internet?

It usually takes less than 3 minutes to set up Internet with BigAir. All you need is a computer (of course), a standard LAN cable (RJ45 connector) and a valid credit card to sign up to the Internet from your room. You will receive a signup sheet upon your arrival that outlines the signup process step-by-step.

### Do you offer wireless Internet?

The Internet in the rooms is hardwired. Usually, people use a LAN cable that connects the wall socket to the computer. However, you can use a wireless switch to setup a wireless connection in your room. The building also has two wireless hotspots (one in the 360 bar/reception area and the other one in the laundry area) that allow you to access the Internet with your BigAir username and password.

### Do I need a router to access the Internet?

No. All you need is a computer with a network card. BigAir building network allows you to simply plug in the LAN cable to your computer, access the setup page and surf the web as soon as you've paid for the Internet.

### Why is my Internet suddenly so slow?

If you exceed the traffic allowance, your Internet connection will be capped (shaped) to dialup speed. If you are unsure whether or not you have been shaped, please contact BigAir Support on 1300 739 822

## FAQ

### Do I need a phone connection to have Internet?

No. Unlike in other residential settings, the phone line is separate from the Internet line. This allows you to save costs if you only need Internet.

### Can I have PayTV in the room?

Unfortunately, the building is not set up for PayTV. But let's be serious – you don't come to Australia/Bond University to sit in your room all alone and watch television. We encourage you to take advantage of this great environment to socialize, meet people and make new friends.

### Can I hang pictures on my walls?

It is not advisable to hang pictures on the walls as you will be liable for any damage to the wall or paint that removing the pictures/picture hooks caused.

### Do you accept travellers cheque's or American dollars?

Varsity Towers only accepts Australia dollars. Travellers cheque's, bank cheque's or personal cheque's will not be accepted.

## 11.3 Where is...?

### Bus stop

The closest bus stop is located approximately 500m from Varsity Towers at Bond University. The bus line leads to either Robina Town Centre or Pacific Fair.

### Grocery store & mall

There is an IGA convenience store at market square which is about 500m from Varsity Towers (approximately 500 metres - 8 mins walk). QCentre is about 4 minutes by car and the two malls, Robina Town Centre and Pacific Fair, are located approximately 10 minutes by bus/car.

### Closest beach

Miami Beach is approximately 2km (1.24 miles) from Varsity Towers. Burleigh Heads is approximately 2.5km (1.55 miles).

### Pharmacy

The closest pharmacy is located at market square (approximately 500 metres - 8 minutes walk).

### Doctor

Bond University Medical facility is located on campus and available to all Bond students (ph: 5595 4043). The closest doctor for non-students is located at market square or alternatively there is a medical centre at Christine Avenue (ph: 5576 0700).

### Surfers Paradise

Surfers Paradise is approximately 9km (5.6 miles) from Varsity Towers. A taxi/car ride takes approximately 15 minutes and there is a direct bus from Bond University.

### Restaurants

There are several restaurants that offer different foods at market square and on campus (Italian, Chinese, Mexican, Sushi, Fish and Chips, burgers, pizza, etc). There is also a tavern and a Pizza Hut across the road.

## 11.4 During tenancy

### Can I use my parents' credit card to pay for rent and outstanding incidental charges (bar, store, phone calls, etc)?

Yes, as long as they give us permission and you will have to sign in your name.

### My bedroom/kitchen light is out. Who changes the light bulb and pays for it?

Once you have moved into your room you are responsible for any lights, batteries etc that may burn out. It is your responsibility to replace and install a new light bulb.

### My balcony light is out. Who changes the light bulb and pays for it?

We will arrange our maintenance contractor to replace the balcony bulb for you as it is too dangerous for you to change. The cost of the bulb will be covered by the Body Corporate.

# Questions & Answers

## I have maintenance for my room. What shall I do?

You need to come down to reception and fill in a maintenance request form to report the maintenance. If the maintenance issue has been caused by you (or one of your guests), for example a hole in the wall, you will be liable for the cost.

## Can I organize my own cleaning service when I leave?

Yes you can, however you will need to provide a receipt for each of the items mentioned in your lease which require professional cleaning. This includes a receipt for the professional cleaning of the unit, professional dry-cleaning of the carpets, professional dry-cleaning of the linen, sanitization of the mattress, a new mop head and vacuum cleaner bag.

## Can I smoke in my room?

Smoking is prohibited throughout Varsity Towers. However, you can smoke on your balcony with the glass door closed.

## My neighbours are too loud at night. What can I do?

We suggest asking them personally to keep it down as we find this is more often than not the most effective approach. If you have tried asking them to keep it down and they haven't, you should contact security by dialling '7' from your room (if your room phone has been enabled) or from the in house phone at reception. Alternatively you can contact security on 1300 554 801. You should also report any ongoing noise issues to reception.

## 11.5 Upon departure

### Can I organize a replacement for the room items that I lost / broke?

Yes, just see reception to order and pay for your replacement(s).

### What options do I have for getting my bond back?

If you have an Australian bank account your best and fastest option would be to have the money deposited into your bank account. For international residents, you have the option to have a cheque sent home in either Australian dollars or any other major currency. Or you can have the money deposited into your bank account at home – fees do apply for refunds by cheque and international wire transfers.

### How long does it take to get the Bond back?

Approximately 14 days if going back into an Australian bank account or having a cheque sent within Australia. 30 -60 days if going back into an international bank account or having a cheque sent overseas.

## 11.6 Renting through VT Management

### What does your rent include?

Your rent includes Gas (hot water), water and a fair allocation of electricity for all metered rooms.

### What is a fair allocation of electricity?

The fair allocation of electricity for a studio room is based on 2kWh (2016) of electricity per day. To see how this is calculated or for allocations on other room types please visit [www.varsitytowers.com.au/rent-includes](http://www.varsitytowers.com.au/rent-includes).

HASSLE FREE  
STUDENT LIVING!  
VINTAGE



# Varsity Towers

...where good times are free!

# Do's & Don'ts

## 3.1 Do's

- (A) Enjoy yourself! Get out of the room as much as you can because you won't make friends by staying in your room.
- (B) Come down to reception if you need help or advice.
- (C) Notify us if your room needs maintenance.
- (D) Advise us if you notice any damage and/or malfunctions in the building.
- (E) Pay your rent and incidental charges when they are due.
- (F) Lock your front and balcony door when you leave your room. The same goes for your car.
- (G) Respect your neighbour's right to peace and enjoyment and keep the noise down after 10pm.
- (H) Keep the premises clean. It is your home and we all prefer to live in a clean and tidy place.
- (I) Keep your apartment clean. If you find this interferes with your social life, come and see us at reception to organize a cleaning service.
- (J) Turn the range hood exhaust fan on when you are cooking.
- (K) Open the balcony door if your cooking causes excessive smoke or if you burn your food.
- (L) Turn off your air conditioner and lights when you leave your room.

## 3.2 Don'ts

- (A) Take or smoke any illicit drugs in the building.
- (B) Damage common property. Malicious damage will result in eviction from the building.
- (C) Prop open fire doors. Consider your security and the security of others.
- (D) Leave rubbish in hallways or fire escapes.
- (E) Smoke in your room. You can smoke on the balcony while having the sliding door closed. Please be considerate to your neighbours.
- (F) Party in your room after 10pm as your neighbours have the right to peaceful enjoyment. Come down to the bar instead!
- (G) Have conversations in the hallways when you get home past 10pm. Your voice may not sound so loud to you but it is rather disturbing to the other residents that try to sleep.
- (H) Do not open your front door if the room is smoky! It will activate a fire alarm and send an emergency request to the Queensland Fire Brigade. Any fees and penalties for causing false alarms will be billed to the room/person who caused the false alarm. The Queensland Fire Brigade currently charges over \$1000! for each false alarm and they constantly increase this fee.
- (I) Hang towels on the balcony railing. Use your clothes airer instead.
- (J) Use sticky tape or pins on any walls as it peels off the paint.
- 11. Set your air conditioner below 22° Celsius (71.6° Fahrenheit) because at any temperature below that it may start to leak.