

# GOOD LIFE

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S U I T E S

## HOUSE RULES

Guests who make a reservation with Good Life Suites automatically accept the Terms and Conditions outlined below. Good Life Suites reserves the right to amend these Terms and Conditions at any time. Please revisit our website from time to time to review the most up-to-date Terms and Conditions which will be binding on all guests and visitors. Please note House Rules may be presented to guests at check-in.

Reference to “Building” herein includes the internal and external parts of the Good Life Suites Building, including but not limited to the suites, the balconies, the BBQ area, the garage area, the Guest Lounge, the common areas, the lifts, the hallways, the fire-escape, the driveway, the entrance areas to the Building and so on.

### **Smoking**

Good Life Suites is a smoke-free Building. Smoking inside the suites is strictly prohibited. A deodorising fee will be charged to remove odours caused by smoking.

### **Pets**

Pets are not permitted anywhere in the Building unless prior arrangements have been made with management.

### **Noise and Nuisance**

Guests shall not make or allow any excessive noise in the unit nor permit any actions which will interfere with the rights comforts or conveniences of other persons.

Guests shall keep the noise-levels within their suites to an acceptable level. They shall refrain from playing musical instruments, television sets, stereos, radios, and other entertainment items at a volume which will disturb other persons.

Guests shall refrain, and shall ensure that their visitors likewise refrain from activities and conduct outside of their suite (in common areas, parking areas or on the street near buildings) which are likely to annoy or disturb other persons.

Parties are not permitted.

### **Visitors**

Guests are responsible for the behaviour of their own visitors.

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### **Alcohol and drugs**

Guests are prohibited from drinking alcohol around the building outside the guests' suites. Guest are permitted to consume alcohol at the BBQ area and the Guest Lounge.

Guests are not permitted to use or sell or supply illicit drugs in the Building.

### **Eviction**

Good Life Suites may refuse entry and/or evict any guest or visitor without prior notice in the following circumstances:

- Verbal or physical abuse towards other guests, staff or neighbours;
- Threatening other guests, staff or neighbours;
- Wilful damage to property (fees will apply for rectifying the damage);
- Smoking in any area other than the designated smoking area (cleaning fees for odours will apply);
- Being intoxicated or taking drugs;
- Excessive number of guests in the room;
- Ignoring repeated requests to reduce odours from cooking or otherwise (cleaning fees will apply);
- Ignoring repeated requests to keep noise to a reasonable level for the time of day;
- Improper behaviour;
- Refusal to settle any account or to pay for any breakage, loss or damage;
- Any other circumstance that the Property Manager or Owner of Good Life Suites deems appropriate in the circumstances.

Good Life Suites reserves the right to call the Police and/or to make a claim or bring an action against a guest or visitor in relation to any of the above matters.

There will be no refund for early departure in the event that a guest is evicted/asked to vacate early because of any of the above matters.

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### **General rules**

Guests are not permitted to place or hang washing/laundry on the balcony.

Guests are not permitted to store any items on the balcony aside from the furniture that is already available. No BBQs on the balconies are allowed.

Resident shall ensure that no personal belongings, including bicycles, or other items shall be left unattended in the halls, garage area, or about the building.

Guests are not permitted to keep anything which is visible from outside their suite which is inconsistent with the visual aesthetics of the Building.

Guests are not permitted to throw things from the balcony or windows.

Guests are not permitted to hang any items or signs on the front doors or windows or balcony doors.

Guests are not permitted to use adhesives, glue or tape to affix pictures or decorations or any items to the walls of their suite.

Guests are requested to ensure that all cooking appliances are switched off before leaving their suite.

Guests are requested to ensure that all doors, balcony doors and windows are shut before leaving their suite.

Guests agree to pay for any fees incurred as a result of false smoke alarms caused by them or their visitors.

Guests are not permitted to install or operate any intruder alarm in their suite.

### **Damage**

Guests are responsible for all breakages, damage or loss caused by themselves or their visitors to any furniture, fittings or equipment inside their suite or anywhere in the Building. This includes damage caused by rain or wind due to windows or doors being left open.

Such breakages, damages or loss may result in extra charges and may lead to the forfeiting of any deposit.

Good Life Suites reserves the right to charge any additional charges for breakages, damage or loss to the credit-card that is held on record for the guest.

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### **Repairs**

Guests are requested to immediately report any damage or repairs that may be required to the Property Manager.

### **Cleanliness and Trash**

Guests shall keep their suite clean, sanitary and free from objectionable odours at all times.

Guests shall ensure that trash and other materials are not permitted to accumulate so as to cause a hazard or be in violation of any health, fire or safety ordinance or regulation.

Guests are required to remove their own trash on a daily basis and dispose of it in the dedicated garbage area.

Guests are required to break down any large boxes and place them within the dedicated recycling bins.

Guests are required to place recyclable materials in the dedicated recycling bins. Guests shall ensure that newspapers and plastic containers shall be placed in designated recycling bins located in the garbage room.

Guests shall refrain from disposing of any combustible or hazardous material in garbage bins, recycling bins or garbage shoots.

Upon moving out of their suite, guests are required to dispose of any household items and trash at their own costs. They will be a hauling fee if these items are dumped in the garbage area of the building.

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## **Parking**

Parking is available for guests at a fee. Please inquire about prices and availability.

There is no visitor parking in the Building.

Parking in the Building is done so at the guest's own risk. Good Life Suites does not accept any responsibility for any damages or loss to your property or someone else's property as a result of parking in the Building.

Guests must ensure they keep their cars locked at all times and store any valuables out of sight.

Guests are required to use assigned parking spaces. Designated fire zones and "no parking" zones must be observed.

Vehicles parked in unauthorised areas or in another guest's space may be towed away at the guest's and/or vehicle owner's expense.

Car washing is not permitted within the Building or garage area.

Please read street parking signs carefully if parking on the streets near the Building so as to avoid incurring parking fines.

Guests are prohibited from storing any items in the carpark area unless placed in a designated storage locker.

Guests' vehicles must fit within the designated parking space. Vehicles that block, hinder or prohibit the use of the parking area by other residents are not allowed.

## **Communal Areas**

Guests may utilise the communal areas, including the BBQ area and Guest Lounge. Please refer to the Manager for more details.

Dress codes apply in the Guest Lounge.

## **Lost or stolen security cards**

Guests are responsible for their security cards. Lost security cards must be reported to the Property Manager as a matter of urgency.

A fee will apply for replacing the security card and a valid ID must also be presented to the Property Manager.

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### **Mail boxes**

Guests have access to their own mail box.

Guests are responsible for their mail box keys. Lost mail keys must be reported to the Property Manager. A locksmith will be called and a fee will be charged. A valid ID must also be presented.

A copy of the new letterbox key must be provided to the Property Manager.

### **Internet**

Free Wi-Fi is available throughout the Building for guests.

### **Bedding**

The maximum capacity of each suite is 1-2 persons and the configuration is one queen-sized bed.

Please note that we do not provide cots or extra beds.

### **Room inclusions**

The following will be provided only upon arrival and are required to be replenished by the guest thereafter: dishwashing liquid, dishwashing tablets, washing machine detergent, bathroom amenities (shampoo, conditioner, hand soap and body wash).

### **Room cleaning**

Occupied suites are serviced weekly with full linen change.

A cleaning fee of \$150 will also be charged for long term stays over 28 days.

Please note additional housekeeping service is available on request at an additional charge.

### **Property Manager**

An on-site manager is available 24 hours a day in case of emergencies. The Manager will be present during certain hours and will otherwise be contactable by mobile. Please contact us for more information.

### **Entry into the Suites**

In circumstances where the Property Manager or Owner of Good Life Suites considers it appropriate for the safety or otherwise of any guests, staff, or visitors to enter into a guest's suite on short notice, the Property Manager may gain entry into that suite without the guest's prior notice or approval.

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### **Security**

Guests are requested to ensure that the doors/balcony doors and windows to their suite are locked when they are absent from the suite.

Guests who expect to be away from their suite for an extended period should inform the Property Manager.

### **Limit of Liability**

Good Life Suites aims to provide a safe and secure environment for its guests and visitors. However security is the responsibility of each guest and each visitor.

Guests and visitors are advised to take care of their personal property whilst in the Building.

Good Life Suites accepts no responsibility whatsoever for any items of personal property that are lost, stolen or misplaced by guests or visitors whilst in the Building.

Good Life Suites does not accept any liability whatsoever, unless otherwise provided by law, for any damage, loss, injury, delay, additional expenses or inconvenience to any guest or visitor caused directly or indirectly by any events which are beyond the control of Good Life Suites, including but not limited to the criminal or negligent acts of other persons, fire, floods, other natural disasters, terrorist acts, accidents/strikes/road works which affect transportation, acts of God or Government and so on.

### **Licence to Occupy**

Guests of Good Life Suites are not tenants and will not be signing a residential tenancy agreement. They are occupants who have been granted a licence to occupy a suite for an agreed period of time subject to the Terms and Conditions, House Rules that Good Life Suites may provide to the guest in writing at the time of check-in.

Guests are not allowed to sublet their suite at any time.

### **Check-in and Check-out**

Check-in time is 2pm.

Check-out time is 10am.

Unless prior arrangement has been made with management and subject to availability.

Please advise us in advance of your estimated time of arrival.

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### **Credit Cards and Payment**

Credit-card pre-authorisation will be required at check-in which will be used to cover any costs which may be deemed appropriate in relation to the guest's stay.

The full cost of the accommodation stay and any other related costs is required to be pre-paid at arrival except for long term stays.

Payment may be made by electronic funds transfer (EFTPOS), Cash, Visa, Mastercard or American Express or Diners. A 1.5% non-refundable surcharge fee will be applied to all credit card payments. The credit-card holder must be present at check-in.

All guests that are checking in will be required to present suitable proof of identification (ID) which is either a valid international passport, an Australian driver's licence or an Australian proof of age card. As per our Privacy Policy, forms of ID may be copied and stored by Good Life Suites. Please refer to the Privacy Policy for more information.

### **Currency**

All rates are quoted in Australian Dollars (AU\$) on a nightly basis.

Good Life Suites reserves the right to amend any nightly rate that has been erroneously quoted due to human or computer error.

### **Cancellation policy**

Good Life Suites requires reservation cancellations or changes to be communicated by 2PM (14:00) Sydney time, (7) days prior to arrival. If the guest does not arrive by 11PM (23:00) on the arrival date without alerting Good Life Suites, the reservation will be released and 1 week of accommodation will be charged. Over high demand and special event periods alternative cancellation policies may apply.

### **Website contents**

All photographs and information on the website and on other promotional materials is indicative only and in some instances is an artist's impression. The layout or furnishings of a suite may be slightly different to the one advertised on the internet.

All reasonable efforts have been made to ensure the accuracy of the contents provided on this website and Good Life Suites accepts no responsibility or liability for any errors, omissions, misstatements, or inaccuracies in, nor any liability to update, the said material.

**These HOUSE RULES are effective as of 1 July 2017**