

CLIVE BERGHOFER

TOOWOOMBA HOSPITAL ACCOMMODATION

TERMS & CONDITIONS

BOOKING

- Full payment for accommodation must be made at check-in (if prior PTSS approval has not been received).
- There will be an added charge for any extra guests (children under the age of 16 stay free).
- Please let us know the number of children staying when you book.
- Your accommodation will be cancelled if you do not show on the day of your booking unless arrangements have been made with the Accommodation Manager.

CHECK IN AND CHECK OUT

- **Check in time is 2.00pm.**
- **Check out time is 10.00am.**
- Guests will be charged for another day unless arrangements have been made with the Accommodation Manager at least 24 hours before check out time.
- Please let us know if you will be arriving late so arrangements can be made for key collection.

GENERAL TERMS AND CONDITIONS

- On arrival, guests must provide photo ID and agree with the terms and conditions of the stay.
- Damage, breaks, theft, and losses are the guests' responsibility during their stay.
- If guests stay more than 7 days a weekly clean will be arranged, and guests advised one day prior to date of the clean.
- As a Queensland Health facility the **use of drugs or alcohol in rooms is strictly not allowed** and will result in your booking being cancelled. You will be asked to leave and may face legal charges.

- **Smoking is not allowed at any time.** An extra \$200 cleaning fee will be charged.
- Pets are not allowed, except for assistance animals.
- For the enjoyment of all guests, please be mindful of noise. Restrictions apply after 9pm
- The number of guests must not be more than the number on the booking.
- A washer and dryer are available if needed during your stay.
- We reserve the right to move guests to another room if needed.
- There is a \$200 fee for lost or stolen keys.
- There is one free outdoor parking space per unit. Extra paid parking is available in the hospital visitor carpark.
- There will be a \$200 cleaning fee if the room is left in an untidy or unclean state, plus any professional floor cleaning charges.
- Stays over 30 days will be reviewed after a 30 day period and will only be extended if conditions are being complied with.

PARTY POLICY

- For the enjoyment and respect of all guests, there is a no-party policy.
- No group gatherings in units are allowed.

COOKING & FIRE

- Management must know the number of guests in rooms for fire safety laws.
- No candles or open flames are allowed in rooms.
- An emergency services fee will be charged if the fire alarm is set off.

By signing, **you confirm that you have agreed to and understood the terms and conditions** to stay at the Clive Berghofer Toowoomba Hospital Accommodation. Failure to comply with the terms and conditions will result in immediate eviction, future refusal of stay and possible fines.

Guest Name: Signature:

Staff or Volunteer Name: Date: