



**BBELS Student Houses Agreement**

We warmly welcome you to Byron Bay and to your Student House accommodation. The BBELS student houses are very popular with our international students. We hope you enjoy your stay.

Our student houses are an extension of the school - an opportunity to live with students from other countries, to use English together daily, and to work as a team to keep your house in good condition. Our houses are not serviced houses/hotels. They must be treated with care and respect. To keep high standards in each house, we expect all students to read and understand the BBELS Terms and Conditions of your Stay.

When you sign the agreement below, you are agreeing to our Terms and Conditions of your Stay – which form part of this document on the following pages.

The rules and conditions contained in this agreement are for good reasons. We expect you to quietly enjoy and respect your student house and the other students in your house.

**Student Agreement**

I have read, understood and agree to abide by the “Terms and Conditions of Your Stay” while occupying BBELS Student Houses.

I understand that BBELS reserves the right to deduct money from my bond and can evict me from my house if I breach any of the “Terms and Conditions of Your Stay” stated above.

Full Name: # \_\_\_\_\_ Signature: \_\_\_\_\_

Check-in Date: \_\_\_\_ / \_\_ / 20\_\_

BBELS House: \_\_\_\_\_

Student’s Mobile: \_\_\_\_\_

Student’s Email: \_\_\_\_\_

**\*\*All students must have an Australian phone number or What’s App number.**

## Terms & Conditions of Your Stay

### 1. Mail and Post

All mail and packages must be sent to the school address. You are not allowed to receive any post/letters at the Student House address. Mail/packages must be sent to the address below:

John Smith 1 Carlyle St, Byron Bay NSW 2481 Australia

Please note that BBELS is not responsible for any missing letters or parcels delivered to a BBELS Student House or to the school mail box.

### 2. BBELS Accommodation Office

If you have any questions about your student house, please communicate with the BBELS Accommodation Staff at school or by email: [studenthouses@bbels.com.au](mailto:studenthouses@bbels.com.au) / [accommodation@bbels.com.au](mailto:accommodation@bbels.com.au)

### 3. Length of stay

The minimum length of stay is usually 2 weeks. Extensions of your stay are possible. In peak seasons (September – March) extensions are subject to availability. Extensions may only be possible in another house and sometimes not at all.

All bookings are on a weekly basis – Saturday to Saturday. Check in / check out day is always Saturday. If you arrive after Saturday, a full weekly rate will apply. It may be possible to move into your student house room earlier than Saturday. If not, the BBELS student hostel may be available. Extra night fees for early check ins are payable by cash or credit card at school reception.

### 4. Application and Acceptance

Only BBELS students aged 18 or over are permitted to stay in the BBELS Student Houses. A bed booking is “confirmed” on receiving the payment from you or your agent.

You may be required to move to a different bed and/or a different house, at any time, during your length of stay. We will always attempt to minimise any changes.

### 5. Cancellation and Refunds

If you wish move from your student house, you must give the accommodation office a minimum of 2 weeks’ notice, by email or in person.

If you cancel or postpone your student house accommodation more than two (2) weeks before your arrival, 100% of the accommodation fees and bond will be refunded or can be used to pay for a future booking. The placement fee is not refundable. If you cancel or postpone your accommodation 14 days or less than two (2) weeks before your arrival, 100% of the bond will be refunded. The accommodation fee will be partially refunded less a penalty fee equivalent to two (2) weeks of the accommodation fee. The placement fee is not refundable.

If you are evicted from the student house due to a breach of any of the Terms and Conditions in this document, no fees will be refunded. You will lose your bond and remaining weeks of your accommodation fees.

Any refunds will be paid within 4 weeks from the time of notification. Bank charges may apply.

## 6. Capacity BBELS Student House

BBELS offers the following arrangements for rooms in student houses:

twin male only \* twin female only      \* single      \* couple      \* deluxe

Under no circumstances will a male and female be placed in the same room unless they are a couple.

BBELS does not guarantee that students requesting to stay together will be placed in the same house. Rooms are allocated on the availability at the time and with consideration of the language and nationality mix within the house.

## 7. Visitors

Visiting hours are weekdays from 3pm to 9pm and weekends from 9am – 9pm. There is a maximum of two house guests in total (not 2 guests per student) at any time. You cannot have visitors on the same night as your share mates. **Friends or other students are never permitted to stay overnight.** Guests are never allowed in the house between school hours (9am-3pm). Please check in advance with your house mates if you plan to have visitors. These rules are strictly applied. **If you break this rule, you will be evicted, without any warning.**

## 8. Smoking

Smoking inside any student house is completely forbidden. Please smoke outside only, away from doors and windows. If you are found smoking inside the house you will be evicted. If a BBELS staff member sees or smells any smoke in any room, or you activate a smoke detector, you will be evicted. You may also be fined if you leave cigarette packaging and butts around the house, including in ashtrays, gardens and on the ground. Ashtrays should always be cleaned by smokers on a daily basis.

## 9. Security

We expect you to lock all of your external doors and windows when you leave your room and when you leave the house. Some windows have security screens which allow them to safely remain open. If you are unsure, please ask.

## 10. Personal Insurance

We suggest that you purchase insurance to cover theft of your personal belongings from your house. In the event that someone breaks into your house, we don't offer any protection nor insurances. It is your responsibility to lock your student house to always ensure the safety of all contents. Doors and windows should be locked at all times when students are not in the student house and also when you are sleeping or in your room. Any insurance becomes invalid if you leave external doors and windows unlocked. If we find your house unlocked, you will be fined.

## 11. Damage or Loss of Property/ Inventories

If a student house inclusion item is broken or damaged in any way, lost or needs to be repaired or replaced, you must inform the Accommodation office at the school immediately. If the cause is deemed to be your own doing, you will be liable for the costs.

## 12. House Inclusions and Items for purchase

Student House inclusions:

- Beds and Linen, Kitchen and Lounge Furniture, carpets, floor coverings, TV, crockery, cutlery, glasses, cooking utensils, kettle, microwave, oven, washing machine, vacuum cleaner, WiFi

Items to be purchased by you:

food/drinks, cleaning products, toilet paper, washing powder, towels, personal items

### 13. Car Parking

Driveways and car parks at Student Houses are never available for use. If you buy a car, you must notify the accommodation staff before using the driveway/car parks. BBELS is not responsible for damage or theft of any vehicle while parked at a student house. Campervans are never permitted to be parked at or within 100 metres of any student house.

### 14. Bicycles

Bicycles are not allowed to be brought inside the house. Please park your bicycle in a safe spot at the front or side of the house. You should always lock your bicycle. BBELS is not responsible for damage or theft of any bicycle while parked at a student house.

### 15. Student House Inspections

BBELS accommodation staff are authorized to conduct regular and routine inspections of each house, including bedrooms and bathrooms. Each student's privacy will be respected at all times, within reason.

If the BBELS Accommodation Staff is unsatisfied with the general cleanliness of a student's room or if damage to the house has been made, we will leave a list of things that need your attention. If they are not done, a fine per person will apply.

### 16. Security Cameras

Each house has a set of security cameras to offer added protection to our paying guests. These cameras record movements in the common areas of the house, the entrances and some outside areas. Bedrooms and bathrooms have no recording devices nor cameras. It is important that you read the BBELS Security Camera Usage policy - [here](#). If you alter (turn off, move, unplug etc.) in any way the security cameras and the recording system, you will be fined \$100. Repeat offenders will be evicted.

### 17. Quiet Enjoyment Policy

**After 9pm we expect you to enjoy your house quietly.** All noise including music, loud conversations (in person, on your telephone or your computer – skype etc.) outside or inside, must finish at 9pm. If a neighbour asks you to be quiet, be quiet. Neighbours have the right to sleep without excessive noise from your student house. They can report noise to BBELS staff – including the morning after the event. If you disturb a neighbour after 9pm, you will be evicted.

### 18. Rubbish

It is your responsibility to remove all rubbish from your student house every day. It is your responsibility to understand the rubbish bin / recycling system in Byron Bay. Please read carefully the instructions on the notice board. Red bins are for rubbish, yellow bins are for recycling, green bins are for food scraps and waste. If you don't recycle correctly, you will receive a fine.

Please ensure that you know the day and hour of your garbage bins collection. Every house has a different day. If you don't place your bins out to be collected, you will be fined \$10. You must also return the bins to their storage place at your house after they are emptied on collection day.

## 19. Pests - Ants & Insects

Pests are part of our sub-tropical climate. BBELS regularly conducts pest control services. We also recommend that students purchase insect spray/repellent for personal use. If you see pests in your house, please notify the accommodation office immediately. Students are not to leave any food matter uncovered at any time as this will attract unwanted insects.

## 20. House Key

You must have your own key for your student house. It is never possible to share a key. In case your house key is lost, damaged or not returned at check out, we will deduct \$30 from your bond to replace it. Replacements keys can be ordered at the accommodation office. It is never possible to replicate a student house key. If you replicate a student house key, you will be evicted.

## 21. Balconies

Balconies must not be used for storage. Clothes and towels must not be hung over balcony railings to dry. Please do not leave the clothes drying rack on the balcony area. Leaving a drying rack on the balcony or throwing items over the balcony will lead to a \$100 penalty, loss of bond, or eviction.

## 22. Washing of Clothes

Please make sure you understand how to use the washing machine at your house. If you have any questions, please ask the accommodation staff. Washing machines are for your own personal items only. If we find you washing any items of friends/ other students, you will be fined \$100. Shoes must never be placed in washing machines. Never use the washing machine between 10pm and 7am. Please dry your clothes outside on the drying lines. Don't dry them in your room or in common areas.

## 23. Swimming Pools

Some houses have communal swimming pools. Use of the pool is **only** for students paying to stay in the house. You use the pool always at your own risk. The pool is available for use from 8am till 9pm daily. There is no lifeguard on duty. You must keep noise to a minimum. Your friends and guests are **never** allowed to use the pool. No glass containers are to be taken to the pool and BBQ area.

## 24. General Maintenance

Students are to notify the accommodation office at school for any general maintenance issues. For any urgent repairs, please call the emergency number on your house notice board. Tradesmen and BBELS staff may visit at any time to do repairs at your house, including weekend. BBELS will give as much advance warning as possible by email or telephone (text or call).

## 25. Linen

All beds in the BBELS houses are supplied with a bottom sheet, mattress protector, a pillow, pillow slip, a quilt and a quilt cover. Students are required to bring their own bath towels. BBELS will supply only one set of linen for your stay. **It is your responsibility to regularly clean them and we suggest once per week. If you fail to do so, you may be required to buy new sheets. Any stains on your quilt, sheets, pillow & mattress protector must be professionally dry-cleaned or replaced. \$25 - \$50 replacement cost will be deducted from your bond.** Electric blankets are never allowed in your student house. Please visit the accommodation office if you require more blankets. If you use an electric blanket you will be fined. If we find that you have left on an electric blanket while not in the house, you will be evicted.

## 26. No shoes on Carpet

Students and visitors must take their shoes off when they enter a house with carpet. If you are seen or reported wearing shoes inside the house, there will be a fine deducted from your bond.

## 27. Shopping Trolleys

Please return shopping trolleys to the supermarkets. Never leave them at your house. If you do, you may be fined.

## 28. House cleaning

**It is your responsibility to keep your house tidy and clean. This includes all the items listed below:**

- cutlery, crockery and pots are to be washed, dried properly and put away daily
- kitchen bench must be wiped clean daily with detergent
- kitchen floor, dining area and bedrooms must be mopped and vacuumed regularly
- bathroom basin must be wiped clean with cleaning products daily and hair removed
- toilets brushes must be used to clean the toilet regularly
- shower must be cleaned with cleaning product regularly and hair removed from drains
- outside areas must be kept clean and tidy
- smokers must place cigarette butts and ash trays into external garbage bins every day
- vacuum cleaners must be emptied to operate effectively

We inspect every student house on Tuesdays and Fridays. Your house must be presented clean. We encourage you to work together with the other students in your house. If this is difficult, please communicate with the BBELS accommodation office. A fine will be deducted from your bond if your house, room and bathroom are not kept clean or unsanitary.

BBELS staff will professionally clean the wet areas (kitchen and bathroom) every 2 weeks.

## 29. TV

There is a Smart TV in each house. Please report if there is any problem.

## 30. Internet

BBELS Student Houses have wireless internet access. You will be provided with the access code. Please don't share the code with visitors or friends. It is strictly for students paying to live in the house. If the wireless router is not working, please inform the accommodation office. You must NEVER reset the router. If a router has been damaged or reset, causing a BBELS staff member to reconfigure the settings, we will deduct \$50.00 from your bond. There may be times when the internet is not working due to a technical problem at the internet service provider.

## 31. Air-Conditioning

Air-conditioning units in BBELS student houses have been turned off (inactivated). Our houses have windows and sliding doors that provide adequate ventilation. Most windows have security screens – so you can safely leave them open. Ceiling fans are provided for students in most rooms. If you alter the inactive settings on any air conditioning unit you will be fined \$100.

### 32. Termination of the Rental Agreement by BBELS

BBELS has the authority to terminate your Student House Agreement at any time in the following circumstances:

Not helping to keep a hygienically clean and well cared for house.

- Having more than 2 guests in the house between 3pm – 9pm weekdays and 9am – 9pm weekends and public holidays
- Allowing your friends to stay overnight in any part of the house or outside the house, including cars, vans and any camping equipment
- Making excessive noise, especially after 9pm and before 9am
- Failing to follow the instructions and directives of BBELS accommodation staff
- Causing another student's personal, emotional or bodily harm
- Being rude or using rude or unacceptable language
- Sexual misconduct or harassment
- Displaying or inciting any racial, religious or sexual intolerance
- Wilfully damaging any inclusions in the house, or the property of other students
- Deliberately tampering with any equipment or appliances in the house.
- Possessing guns or fireworks.
- Possessing, selling or using any illicit drugs. They are illegal in Australia. The Police will also be called. You will be instantly evicted and face the prosecution of Australian law.
- Any breach of Level 1 Rules, listed towards the end of this document

In the event of any of the above occurring, BBELS will terminate your 'Student House Contract'. You will be evicted from the house immediately.

### 33. Check Out day

Check outs are always Saturday mornings from 8.30am – 11am. You will receive instructions and a check out list during the last week of your stay. You must present all bed linen on your bed. Your room and house must be clean. You must remove any food from the kitchen and fridge. BBELS staff will visit your house to perform the check-out procedure. If you are not ready (for any reason), we will charge a \$50 per hour waiting fee. After your check-out, you are expected to completely leave the house. If you stay in the house and continue to use the facilities, your bond will not be refunded. If you stay in the house overnight, you are trespassing the police will be called and you will not receive your bond refund.

### 34. Refund of Room Bond

On check out day, you must return your student house key. You must visit the Accommodation Office prior to your check out and during school hours (regarding the refund of their Bond). You will receive a refund by bank transfer within 2 weeks. It is the student's responsibility to see or email the Accommodation Office regarding the refund of their bond.

### 35. Extension of stay

If you wish to extend your stay past your "check-out date", you must communicate with the Accommodation office before the check-out date to request an extension of your stay. Extensions are never guaranteed, especially from October until end of March.

### 36. Communications

BBELS staff will communicate with you in person, by email or by mobile telephone. All students staying in a BBELS student house must have a working Australian mobile telephone number or What's App number on which they can be contacted at any time.

### 37. Liability and Insurances

BBELS is not liable for any personal injury inflicted to a student by his/her own actions. BBELS is not liable for any loss or damage to personal items and belongings. Students should take suitable travel insurance cover for personal items and belongings.

### 38. Change of terms & conditions

These terms are correct at the time of printing. BBELS reserves the right to add or alter these conditions as required.

### **Emergencies – Please call 000 and then call 0423838301 or 02 66808253**

In case of fire, please try to put it out using the fire extinguisher or fire blanket and call 000 immediately.

### Student House Rules

#### LEVEL 1 RULES

There are no verbal or written warnings issued for breaking Level 1 rules. **All students** living in the house are required to leave the house immediately, without warning and with no refund of bond and limited refund of your weekly rent paid in advance.

- a) **No Parties** - a party is defined by the presence of 3 or more guests in or around your house, for any reason. Remember - your neighbours will report disturbances to BBELS staff. If a neighbour is disturbed after 9pm, they will notify the school director.
- b) **Noise** - all noise including music, loud conversations (in person, on your mobile or your computer) outside or inside, must finish at 9pm. If a neighbour asks you to be quiet, respect their right to peacefully sleep. No talking outside after 9pm.
- c) **Visitors** - visiting hours are 3pm – 9pm weekdays and 9am -9pm on weekends and public holidays. Friends can visit but only if it is ok with all students living in your house. Please ask them first. There is a maximum of two house guests at any time. Friends or other students are never permitted to stay overnight. Friends or guests are never allowed to stay in a camper van, vehicle or tent. Friends and guests are never permitted to repeatedly use any of the facilities (kitchen, laundry, bathrooms etc.) in the house.
- d) **No drugs** - drugs are illegal in Australia. BBELS has a “zero tolerance” policy on drug use or possession. If you or any visitor are found using, in possession of, or storing any drugs at the school or your student house, you will be immediately evicted from your house. You may also be expelled from the school.
- e) **Campers** - vans/cars/tents should never be occupied while parked/located near any BBELS student houses. If you register a van, it is only to be parked there for a maximum of one night.
- f) **Smoking** - if we find evidence that you have smoked inside the house or your room, you will be evicted. Please smoke outside only, away from doors and windows.
- g) **Naked flames / candle** – you must never light candles or fires in or around your student house



**LEVEL 2 RULES** - if you break a Level 2 rule, you will be given one warning (written or verbal) only. If you break the rules again, you will be fined. If you repeatedly break the rules (and are repeatedly fined), you will be evicted, without warning and with no refund of bond and limited refund of your weekly rent paid in advance.

- a) Cleaning - you must keep your room and house clean and hygienic. All students living in the house are responsible for cleaning, damages, and breakages in the common areas of the house.
- b) Garbage - please put the correct garbage bins out on correct day of the week. – NO WARNING GIVEN
- c) Security - always lock your house when you go out
- d) Electrical - always turn off electrical appliances when not in use. This includes lights, fans, ovens, rice cookers, etc

## Fines

Fines are for ALL students living in your Student House. We deduct fines from your bond.

The following is a list of fines. **We will warn you once only.** Then the amount below will be deducted from your bond.

Fines are a way for you to become more responsible for the house. Most people don't get fines, but some do. We prefer not to fine you. We hope that you understand your responsibilities and what is asked of you. You will receive a warning if there is an issue in the house. If the issue is repeated, the first fine will be \$5. Fines will increase according to your previous fine history and can be up to \$20. Once you have 5 fines, you will be counselled by the director. This counselling will include an assessment of your suitability to continue in the house. If more fines are incurred, you may be asked to vacate the house.

### House Security

**\$5\* per person**

Doors and windows should be locked at all times when students are not in the Student House. We have no insurance if you leave the doors and windows unlocked!

### Cleaning

**\$5\* per person**

Your Student House should always be kept clean, tidy and in good condition. We inspect your house often and leave a list of things that need your attention. If they are not done, the fine will apply.

### Garbage

**\$10\* per person**

If Garbage is not put out for collection the fine will apply. If you put rubbish in the wrong bin you will be fined. You must bring the garage bin back to the house after collection, further fines may apply if you do not do this.

### Lights and other electrical appliances left on

**\$5\* per person**

Please make sure that all lights and electrical appliances, for example: Rice Cookers, Laptop Computers, ceiling fans are turned off when not being used. This saves electricity which helps the environment.

### Breakages – plates, glasses, kitchen appliances, etc

**\$5\* per person**

If you break or damage any student house property you must tell Accommodation Staff. Breakages are your responsibility. If one of you breaks something, that person must pay for repairs. If no one reports it, you will all be fined.

Date – April 2018