

CLIVE BERGHOFFER

TOOWOOMBA HOSPITAL ACCOMMODATION

TERMS & CONDITIONS

BOOKING

- Full payment for accommodation must be made at check-in (if prior PTSS approval has not been received).
- Accommodation fees:

Children aged 4 and under	Free
Children aged 5-16 years	\$20 per person per night
Guests aged over 16 years	\$70 per person per night for the first 2 adults
Additional adults	\$20 per person per night.

- Please let us know the number of guests staying when you book.
- The maximum number of people per room is 4
- 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 from 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.
- Pets are not allowed, except for assistance animals.

- 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 strictly prohibited at all times on hospital grounds.** Our accommodation facility is included in hospital grounds. The recommended smoking area is at Clewley Park, which is located over the road from the Toowoomba Hospital. Any guest found to be breaching these terms, will immediately receive a fine of \$300.
- For the enjoyment of all guests, please be mindful of noise. Restrictions apply after 9pm.
- 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: _____