



TERMS AND CONDITIONS FOR INTERNATIONAL HOUSE GUEST ACCOMMODATION

In these terms and conditions, 'We' and 'Us' refer to International House, The University of Sydney. 'You', 'Your', 'Customer' and 'Guest' refer to the person, person(s) or organisation booking the service. The House refers to 'International House, The University of Sydney'.

The terms below apply to your booking if you are a House guest. We strongly recommend that you read the terms and conditions of your booking. If not adhered to, we may refuse bookings from you in the future.

YOUR BOOKING

You cannot transfer or sublet your booking (in whole or part). If you transfer or sublet, then International House will terminate your booking and retain any money paid to us. The person making the booking must be at least 18 years of age.

The nature of International House is to provide adult accommodation. Please be aware that we may not be able to accommodate children. Any children staying at the House will need close supervision by an accompanying adult or adults.

If you wish to stay at International House and you are under 18 years of age you must be accompanied by an adult for the duration of your stay. In the case you are under 18, plan to attend summer school or another course at the University and wish to book accommodation at the House, please contact us by emailing ih.info@sydney.edu.au

You must ensure that the name on a booking is correct at the time of reservation as this cannot be changed afterwards.

BOOKINGS

Minimum stay:

- 2 consecutive nights between 12 December 2019 to 20 December 2019 and from 6 January 2020 to 8 February 2020.
- No check-ins between 21 December 2019 and 6 January 2020.
- Summer School dates to be advised.

ROOMS

Maximum occupancy for a room is determined at the time of booking and shall not exceed that number.

Sheets and towels will be supplied. Guests can expect a student room with bed, linen, desk and chair. Photos appearing on the website are examples and the size of rooms and the décor may vary. All single and twin rooms have a shared (unisex) bathroom.

Cots/cribs can be provided in certain rooms – subject to availability. Our cots/cribs are suitable for children under 24 months only.

House guests must not keep any pets in their Room or elsewhere in the Residence. Pets includes all animals, fish, birds and reptiles, but does not include any guide dog or assistance animal. If the Resident does have a guide dog or assistance animal the Resident must notify International House prior to booking.



ROOM AVAILABILITY

The House reserves the right to cancel your booking within seven working days of the booking being made. In this case, you will receive a full refund.

ARRIVAL

Guests will receive an email confirming their booking. It will inform you of reception hours and the procedure to follow after hours in the event of early or late arrival. You will be required to provide proof of identification (photo ID) at check-in to ensure that your identity matches the booking name.

Check-in time is 2pm.

Arrival prior to 2pm may mean that your room will not be available. If you wish to arrive early in the morning you may need to book one additional night prior to your arrive to secure your room is ready by 2pm.

Check-out time is 10am.

Departure after 10am may mean that you incur an additional one night's accommodation fee.

RECEPTION

Reception is open Monday to Friday 9am to 5pm except for public holidays and during the University close down period (dates TBA). Outside of these hours reception will be available through an on call service.

CATERING

During the summer vacation period the House will not be providing any catering service. There is a microwave, fridge, sink, boiling water, basic kitchen utensils, and tea & coffee making facilities available on each floor.

Group catering

Catering for large groups may be arranged prior to arrival and your requirements should be discussed at the time of booking.

INTERNET

Unlimited wi-fi is available in the Wool Room and Dining Room to all guests. **In-room internet access is not available for individual guests other than current University of Sydney students.** Unlimited in-room wi-fi can be negotiated at the time of booking for groups larger than 10 people.

CLASSROOM, CONFERENCE AND EXTRA FACILITIES

Classrooms and conference facilities are available and requirements should be discussed at the time of booking. In most cases, charges will apply for additional space booked and is subject to availability.



GROUPS

Groups who book together will generally be located in rooms within the same area, however occasionally this may not be possible.

Bookings for multiple guest rooms cannot be split and must be booked as one group. Amendments and cancellations can only be made for all rooms included in one booking. We encourage groups of friends or colleagues to make individual bookings and add a comment that they are travelling together and would like rooms to be located in the vicinity of each other.

If you are booking a group of people or on behalf of someone else, all guest names are to be included in the booking form or email.

Large groups are required, where possible, to provide the name and contact details of the group leader. The leader of the group will be our point of contact for matters relating to the group. The group leaders will be requested to supply a list of the names and details of all members of the group. It is preferable that the group leader be a resident at the House to supervise and manage their group and be contactable by International House staff for emergencies 24/7. In the case that an interpreter is required for communication between the House and the resident guest(s), the group leader should provide this service or nominate someone who can provide this service at their own expense.

All allocations for group bookings will be final and cannot be changed on, during or after arrival. Where possible we will try and accommodate the full group in one location however this is not always possible and the group may be split between various sections of the House which are adjacent to each other.

Should you wish to increase the number of rooms for your group booking you must provide us with reasonable notification. We cannot guarantee that the extra room(s) will be accommodated or that the same rate will be applied. We must be notified of the changes to your group bookings by email.

There must be at least one group leader or staff member on call/duty 24 hours a day who will be responsible for the health and safety of all the individuals travelling with the group. On arrival, the group leader must provide contact details such as a mobile number and names of all key group leaders or staff staying at International House.

PAYMENT

Single bookings (1-9 people)

Full payment is required for the booking in advance at the time of confirmation of booking.

In the event of non-payment after confirmation, we reserve the right to cancel the booking.

A booking can be made by BPAY, Western Union or credit card. Payments by credit card attract a 1.53% surcharge. Full payment is taken at the time of booking, except for large group bookings (see below). The amount debited to your Credit Card will be shown on your invoice. Your credit card provider may charge currency conversion fees on top of our charge, if your card was not issued in Australia.



Group bookings (bookings of 10 or more people)

Deposit

A deposit of 50% of the full amount is payable at the time of booking to secure a booking for 10+ people.

Final payment

The final balance (50%) of full payment for the booking is payable 30 days in advance of arrival date.

Amendments

Amendments to the group booking can be made up to 30 days prior to arrival date and will incur a \$30 administration fee.

Additional nights may be booked. A booking may be amended where the new booking is the same or increased value by giving three (3) working days' notice (Monday to Friday excluding Australian public holidays). Where the booking is reduced in size then cancellation fees apply to the difference in booking value. Bookings made for more than one room cannot be split. Amendments can only be made for all rooms included in one booking.

We will do our best to accommodate amendments but cannot guarantee that changes can be made, as accommodation may not be available for different dates. A confirmation email will be sent to the guest after the amendment has been processed. An administration fee of \$30 Australian will be charged to the guest for each amendment. This is to cover the credit card processing charges and our administration costs.

REFUND POLICY

Cancellations

If a single booking or a booking for less than 20 people is cancelled, refunds will be processed by us and will be offered to customers on the following basis:

Notice given prior to commencement of booking	Refund
14 days or more	100% less A\$30 admin fee
3 to 13 days	We charge 1 night's accommodation and A\$30 administration fee
1 to 2 days	We charge 2 nights' accommodation and A\$30 administration fee
Christmas and New Year bookings (See dates)	No refund given for cancellations after 31 October 2018

An administration fee of A\$30 will be charged by us for any cancellations.

Cancellations can only be made for all rooms included in one booking.



Refunds are processed through the University of Sydney finance system directly for your nominated bank account.

Cancellation and refunds for large groups

50% of the deposit paid will be refunded minus a \$30 administration fee when notice is given 60 days in advance of arrival date.

Once the final (50%) payment has been made 50% of the total cost will be refunded if cancellation is made 30 days in advance of arrival date and 20% will be refunded if cancellation is made between 15-30 days prior to arrival date.

There is no refund given for cancellation during the 14-day period prior to arrival date.

PAYMENT

Payments can be made by BPAY, Western Union, and credit cards. Payments by credit card attract a 1.53% surcharge.

MISCELLANEOUS

All guests are required to sign a registration form on arrival. Guests must carry their House key at all times. The key must be shown to House staff upon request.

In line with Australian law, you must not smoke in any areas of the House including the House grounds. There is a smoking area outside the House dining room on the ground floor level in the rear courtyard area.

We kindly ask you to refrain from smoking electronic cigarettes/devices or burning any naked flames or incense on House grounds.

By law, you must not interfere with our fire detector system. We will terminate your booking without refund and require you to leave the House immediately should you be found to have smoked within the House (except in the designated area) or have interfered with our fire detector system and firefighting facilities. You will also be charged for any costs we incur if you smoke in our residency including costs for specialist cleaning and/or redecoration and refurbishment (to make the room fit for sale as a non-smoking environment) and the cost of the room for any time period it is un-usable. We reserve the right to apply these charges to your account. We will send you (at the address supplied on the booking form) a breakdown of these charges within 10 working days of your departure.

You must not cause damage (either accidental or wilful) to any part of the House including your room and public areas, and all fixture, fittings and equipment. You authorise us to charge you any costs we incur to carry out any repairs or replacement. We reserve the right to apply these charges against the card used to make your deposit or balance payments. We will send you (at the address supplied on the booking form) a breakdown of these charges within 10 working days of your departure.

You are not allowed to cook in your room. Should you be found to be cooking food into your room, your cooking equipment will be removed. Cooking is only permitted for residents in the designated cooking areas.

We provide wheelchair accessible rooms, subject to availability. You must specify this requirement at the time of booking and ensure that you have booked the correct room type. We do not provide



temporary or permanent storage for left luggage. All items left behind will be discarded after 7 days.

Any lost property will be discarded after 7 days. Lost property can be posted to you at a charge.

CODE OF CONDUCT

All guests are expected to abide by the [Code of Conduct](#) and respect the House's property, environment and community.

If it is a group booking, you have full responsibility for everyone in your group. You will be charged for any damage or theft caused by anyone included as part of your group booking. If a guest(s) break the code of conduct the House has the right to cancel their bookings and remove the guest(s) from the House without issuing a refund.

PRIVACY

We will not pass your contact details to anyone other than staff at the House where you have made a booking. By booking with us you consent to the collection, use and transfer of your information under the terms of the Privacy Act 1988. We may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to our services or the University campus. Please refer to our Privacy Policy for detailed information on how we deal with your personal information visit the [University's policy register](#) and search for privacy.

DATA SECURITY

International House makes all reasonable efforts to ensure that all credit and debit card transactions are secure. However, if an unauthorised transaction appears on your statement for the payment card used please contact ih.info@sydney.edu.au immediately so that we can investigate the transaction.

COMPLAINTS

We take any complaint seriously and try to settle any issues quickly and fairly. If you have a problem while you are at the House, contact reception, or in an emergency the after-hours contact person. If you are unable to solve the problem by contacting House staff you should email ih.info@sydney.edu.au

DISCLAIMER

This site and all information, content, materials, products and services included on this site are provided by us. We reserve the right to change information displayed on our website, including these terms and conditions. These terms and conditions are governed by the laws of New South Wales, Australia.

QUESTIONS

If you have any questions in relation to your booking or these terms please contact ih.info@sydney.edu.au or call +612 9950 9800 during office hours of Monday to Friday from 9am to 5pm. We aim to reply within 2 working days but more complex queries/enquiries may require a longer timeframe.