

Cairns Student Lodge

The Resident's

Handbook & Residential
Guidelines



WELCOME TO CAIRNS STUDENT LODGE

Residential College life provides you with one of the most adventurous times in your life. The friendly team at Cairns Student Lodge aim to provide the structures and the environment to guide and support you as you make your way toward your goals.

Our aim is to ensure your stay here at the Lodge, and in Australia, is a happy and memorable one. Should you experience any difficulties or are unsure of anything you encounter during your stay, please feel free to contact any of our friendly team members.

Enjoy your stay,

Cairns Student Lodge Team

“Your Premier Education Accommodation Partner in Cairns”

Table of Contents

SECTION 1: Important contact numbers

SECTION 2: CONDITIONS OF OCCUPANCY	5
Cairns Student Lodge.....	5
The Resident.....	5
Residential Assistants	5
Security	6
Safety.....	6
Fire-Fighting Equipment.....	6
Emergency Evacuation Plan	6
Cyclone Procedure.....	6
Mail Boxes and Redirecting Mail	6
Telephones	7
Call Charges.....	7
Checking out Procedures.....	7
Termination of Residency.....	7
Eviction.....	8
SECTION 3: POLICIES	8
Recreational Policy	8
Alcohol Consumption	8
Individual Consumption of Alcohol.....	8
Poolside Pub	8
Liquor Licensing	8
Offences and Penalties	8
Authority to Contact Next of Kin	9
Air Conditioners.....	9
Candles and Incense Sticks.....	9
Noise.....	9
Visiting Guests	9
Guests-Overnight	9
Railings.....	10
Harassment.....	10
Insurance	10
Illegal substances.....	10
Keys	10
Parties	10
Pets.....	10
Posters/Prints.....	10
Rubbish/trash.....	11
Smoking	11
Vandalism	11
Vehicles and Bicycles.....	11
Illness and Injury	11
Proof of Residence	11
SECTION 4: RESIDENTIAL FACILITIES	12
Cleaning	12
Laundry	12
Maintenance/Right of Entry.....	12
Common Areas Within Clusters.....	12
Internet Access	12
Computer Lab	12
Cairns Student Lodge Bus	13
Public Bus	13
Meeting/Conference Facilities.....	13
Dining Halls/Meals.....	14
Late Meals/Packed Lunches.....	14
Special Dietary Needs	14
Dress Requirements	14
Guest/Casual Meals	14
Front Office.....	15
Sporting Facilities	15
International Students	15
Storage.....	15
Social Activities	15
Vacations	15
Tour Desk.....	15
CAIRNS STUDENT LODGE MAP	16

Important Contact Phone Numbers

Please contact these numbers during the hours notified.
Hours are subject to change and will be advised accordingly.

Lodge Phone	07 4057 1111
Lodge Fax	07 4057 8677
Lodge Email	info@studentlodge.com.au
Hours of Contact	24 hours
Lodge Front Office	EXT: 1102
Hours of Contact:	M-T: 8:30 am-6 pm F: 9:00 am-5 pm
Closed Sat and Sun	
<p>➤ Front Office Team: The front office team is here to assist you with any questions or concerns on your accommodation during office hours. ie) rent/accounts inquiries, phones, accommodation issues/room changes, washing machine money, computer problems, maintenance, bus transfers, faxing, mail distribution, group tours and day trips, etc.</p>	
Duty RA	EXT: 1107
Hours of Contact:	M-F: 6:00pm-10.00pm Sat-Sun: 8:00am-10:00pm
<p>➤ Duty RA: The residential assistants are dedicated to welcoming and assisting you after office hours. ie) lockouts, medical/personal support, accommodation, etc. To provide guidance to our guests in respect of policy and produces</p>	
Security	EXT: 1107
Hours of Contact:	M-S: 10:00pm-6:00pm Sat-Sun 10:00pm-6:00am
<p>➤ Security Officer: The security officer is available for your safety and peace of mind after office and RA hours.</p> <p>ie) Their responsibilities include lockouts, noise control, medical emergencies, Guest Service issues, etc. To ensure that the Lodges policies are respected by all.</p> <p>➤ Guest Services: All our service staff and RAs are available to help you with any worries or concerns and to assist you in becoming part of the Lodge's friendly community. If a professional counselor or special assistance is required, the lodge team can refer you to the appropriate person.</p> <p>ie) personal issues, roommate disputes, homesickness, etc.</p>	
Manager	EXT: 1101 Mon – Thurs 8:30am – 6:00pm Fri – 9:00am – 5:00pm Mobile: 0419 671 887 (24 hour contact: Emergency only) Please contact the RA or Security after hours in the first instance ext 1106
Accounts	EXT: 1109
Reservations	EXT: 1102
Kitchen	EXT: 1113

24-Hour Emergency Services:

Ambulance	000	Smithfield Police Station	4055 6055
Ambulance (Non-Emergency)	131 233	Poisons Info Line	131 126
Fire	000	Taxi	131 008
Police	000		

For further information regarding your in room telephone, please refer to page 7.

SECTION 2: CONDITIONS OF OCCUPANCY

Cairns Student Lodge

The Cairns Student Lodge commits to:

- Maintain the interior and exterior of the accommodation complex, including all buildings and grounds, in a good state of repair. Attend to ongoing maintenance requirements.
- Ensure that the complex is maintained and kept in a tidy manner.
- Provide weekly cleaning for the individual rooms and common areas within the cluster.
- Electricity.
- Telephone line rental.
- High speed Internet access from your room. JCU connection only. Pass word available from JCU.
- Computer Lab (semester students, ELC casual students an extra fee is payable)
- 3 Meals a day to those guests on meal plans only.
- Games room, Sky TV, volleyball court & pool.
- CSL Shuttle Bus (arrival and departure transport to and from the airport \$15.00 per person each way,).
- 24 hour Security.
- Office services Mon – Fri.
- Be responsible for the issue of one key only to the Resident. Management holds the control and security of the duplicate key.
- Supply and maintain locks to secure the complex.
- Provide on-site security.
- Provide on-site Residential Assistants.
- Comply with all terms of the Residential Service Agreement as outlined in this booklet – RTA – and any other notifications provided by CSL.
- Provide outline of services as per individual fee schedule.

The Resident

Each Resident accommodated at the Cairns Student Lodge must commit to:

- Not use the facility for any purpose other than their own personal living and shall not carry on any profession, trade or business within the complex.
- Give immediate notice to Management of any maintenance or repair problems, loss of keys, or damage to the complex.
- Accept that they will be responsible for any damage, loss caused by their oversight.
- Not change the locks or electrical fittings within the accommodation complex.
- **Comply with all terms of the Residential Service Agreement signed by the Resident.**

Residential Assistants

RA Duties include the following:

- Assisting in maintaining the general welfare and policy guidelines of all Residents at the Lodge.
- Responding immediately to emergency alerts e.g. emergency evacuation.
- Maintaining discipline and standards within the dining area and associated recreational areas.
- Responsibility for the care and guidance of Residents in the RA's designated area.
- Carrying out such additional duties as requested by the Lodge Management.
- Setting a good example to Residents.
- Offering a link between Residents and Lodge Management when required.

While on duty, RA's will have access to a First Aid Box in the Office.

Residents are reminded that RAs on duty are representatives of management and their decisions and requests are to be adhered to.

The RA on duty can be contacted on Ext 1107

Residential Assistants are appointed through a selection committee. Residents are chosen for these positions because of their personal qualities and experience, as well as their ability to motivate, or include others. RAs are accountable to and enjoy the full support of Lodge Management.

Security

A security officer is on duty to patrol the Lodge, assist people who have been locked out, or to deal with noise complaints and irresponsible behaviour. Residents are reminded to treat Security with respect. **Security can be contacted on Ext 1107**(M-F 10.00 pm –6:00 am and Sat-Sun 10:00 pm to 6:00 am).

Residents are also reminded to use common sense when it comes to personal security and ensure doors are locked when away from their rooms or sleeping. The Lodge takes theft/violence/sexual harassment extremely seriously and will pass any allegations directly to the Police.

Safety

For safety reasons, stairways must be kept clear at all times. No bikes are to be chained to any walkway posts, bikes are only to be chained to the bike racks made available to Residents. Failure to adhere, may result in removal of bike without notice.

Fire-Fighting Equipment

This equipment is installed for the safety of all Residents and its removal, interference or damage could have serious consequences. **Tampering with this equipment could result in immediate eviction and the Resident will be responsible for all repair/costs.**

Fire detection devices are installed and penalties for interfering with these are severe. Legal prosecutions apply and will be enforced by Police and Fire Brigade Front Officers.

Emergency Evacuation Plan

If a siren or alarm sounds, immediately vacate your premises and proceed to the assembly area in Faculty Close. Wait there for further instruction from Management, RAs or Security. It is essential that all Residents cooperate during this time.

Cyclone Procedure

As with the Emergency Evacuation Plan, Residents are required to cooperate with the person who is in charge. Information updates will be distributed on a regular basis. Residents will be informed of what action to take depending on the level of the cyclone.

There will be plenty of time to make preparations after initial warnings are received. Often power is lost and sometimes mains water is not available. Each Resident is encouraged to ensure that his or her cluster has the following items ready should a cyclone be imminent:

Cyclone kit:

- Torches
- Battery operated portable radio
- Spare batteries
- Small amount of tinned food and can opener, or packet snacks
- Containers for storing water

Mail Boxes and Redirecting Mail

Residents are encouraged to check their mailboxes and email accounts daily as Management often mails important information to Residents. Mailboxes are located in the Dining Hall. It is the responsibility of the Resident upon leaving to have their mail redirected and to leave a forwarding address at the Front Office.

The postal address is:

"your name"
"Your cluster / room number"
Cairns Student Lodge
10 - 24 Faculty Close
SMITHFIELD QLD 4878

Bike Racks

Please ensure you chain your bikes **It is compulsory to wear an approved bike helmet in Australia.**

A parking permit can be obtained from the Office and must be secured to your bike. Prior to your departure please notify the office if you wish to leave your bike behind, otherwise it will be removed and CSL can not be held responsible for its loss or recovery.

Telephones

Each room has a telephone with an extension number. Your phone is activated by staff at the Front Office.

- Telephone Extension; is your room number with a "2" in front i.e. room 21.3 will have the extension 2213.
- You may dial room to room within the Lodge at no charge to do so dial the relevant extension number of the room you wish to call.
- All telephones have a voicemail facility that is activated by dialling: * 3 4 #.
- Telephone accounts will be placed into your mailbox each fortnight. You will have one week (5 working days) to settle these accounts. Prior to, or on departure, your phone account will need to be paid for in full.
- A Telstra public phone is located at the end of Faculty Close (towards the bus stops).

To dial overseas directly:

- Dial 0 for a line out, 0011 the International Access Code, then; The Country Code, then; The Area Code, and finally; The Telephone Number.

Commonly used overseas codes:

Germany	0011 + 49 + area + local number
Norway	0011 + 47 + area + local number
Papua New Guinea	0011 + 675 + no area code + local number
Philippines	0011 + 63 + area code + local number
Russia	0011 + 7 + area code + local number
Sweden	0011 + 46 + area code + local number
Switzerland	0011 + 41 + area code + local number
United Kingdom	0011 + 44 + area code + local number
USA	0011 + 1 + area code + local number

To call in to the Student Lodge from overseas the number is country code 61 + area code 7 + local number 4057 1111, then enter the extension number as requested. Please advise family/friends of your extension number so they can be directly connected to your room.

Call Charges

The voicemail facility and all calls from room to room within the Lodge are free. Emergency numbers and 1800 numbers are also free.

Phone charge rate sheets are available from the Front Office.

Call charges are sent out twice monthly and need to be paid within 5 days, otherwise phone will be disconnected.

Mail: Please ensure that persons who are writing to you have the correct postal address. Mail will be placed in the cluster pigeon hole in the dining hall. Large parcels: You will be notified by a parcel to collect slip in your pigeon hole in the dining hall and can collect the parcel from the Office during Office hours. Please ensure that you have the same name on your check in information as is on your mail to avoid confusion. If you have guests or intend receiving mail on behalf of other persons please advise the Office otherwise it will be "returned to sender"

Checking Out Process

As the end of semester approaches, Front Office staff will initiate the checking out process with each Resident. Airport transfers will be scheduled from information provided by Residents to the Front Office. The rooms from must be left clean & tidy. All rubbish removed, walls free of blu tack, carpet clean otherwise this could mean a cleaning deduction and delay in your bond refund.

Termination of Residency

All guests upon signing the Residential Tenancy Agreement will be bound by the conditions of the said agreement.

Eviction

Any action that necessitates an individual to be evicted voids any rights the Resident has to a refund of any money paid. Eviction does not relieve them of their obligation to honor the terms of the signed Standard Residential Service Agreement between the individual and Cairns Student Lodge Pty Ltd, and all funds owing to the normal termination date of the agreement must be paid.

If a tenant has been asked to leave under unfavourable terms, and the lease agreement has been terminated by both parties it is to be of the understanding that the Resident must not come back onto Lodge premises and will be deemed as trespassing and appropriate action will be taken.

SECTION 3: POLICIES

Recreational Policy

The recreational TV/ lounge, is available for use till 12am or after these hours if security is contacted and the BBQ entertainment area is available for use 24 hours a day. Please be aware that we live in a residential area and must be considerate to neighbours. **Residents should respect these neighbours accordingly and ensure the noise is kept to a minimum after 10.30pm.** The Beach volleyball court is lit and available for evening games. There is the pool table and cable TV as well as full access to toilets. (ext 1107 (Security), if access to toilets is restricted by locked doors.) It is the guest's responsibility to clean away empty bottles and their rubbish.

Alcohol Consumption

Moderate alcohol consumption, by legally aged adults, is accepted. However, if a Resident is in an intoxicated state whilst on Lodge grounds, e.g. requiring help from friends to walk, **the duty RA or Security needs to be informed. A friend or room mate of the intoxicated Resident will be asked to monitor the intoxicated person in case a medical emergency arises.**

Individual Consumption of Alcohol

Apart from bar trading hours and functions held at the Student Centre individual Residents are only permitted to consume alcohol at the poolside BBQ area or in their clusters. **Guest's are not permitted to consume alcohol in the courtyards or on balconies or stairways or any other area of the lodge unless otherwise stated.**

It is prohibited to produce homebrew beverages on Student Lodge property.

Poolside Pub

The "Poolside Pub" is the Lodge bar. It offers the Residents a chance to socialise in a relaxed atmosphere away from the daily university routine. Dress requirements are the same as for the Dining Hall. **Please have ID available in the student bar area.**

The Poolside Pub hours are subject to change, though the bar must close by 12.00 a.m. due to the Licence Agreement. Opening times will be posted in the Dining Hall.

No BYO alcohol that is purchased from other places can be consumed at the Student Centre during bar trading hours. However BYO alcohol can be consumed at the BBQ area outside of the CSL bar trading hours, between 2pm and 12 midnight. The management and its representatives are entitled to ask you to cease drinking alcohol in a public area at any time.

Liquor Licensing

The Lodge holds a Liquor License. This means that serving alcohol to Residents, or guests, under 18 years of age is strictly prohibited by law and tough financial penalties apply (see below). The Lodge's views on recreational drinking is that provided the Resident is 18 years of age or over, there is no attempt to prohibit the consumption of alcohol, provided this right is exercised with consideration and responsibility.

Offences and Penalties

Licensee (eg the Lodge) supplying liquor to a minor	\$18,500.00
Other person supplying liquor to a minor	\$3,000.00
Minor in possession of/consuming liquor on licensed premises	\$1,875.00
Minor falsely representing self to be over 18	\$1,875.00

Authority to Contact Next of Kin

Current students residing at the Cairns Student Lodge, give permission for the Lodge Management, at their discretion, to contact a parent, guardian, or next of kin, in the event of accident, serious illness, disciplinary action, breach of contract, or other serious situation which may warrant the need for Lodge management to discuss the issue with a family member.

Air Conditioners

The air conditioners are set on a timer. **These work on a two-hour cycle. Please protect the environment and only have them turned on when you are in the cluster.** Tampering with the timers could endanger you and other Residents' lives. Any repair costs incurred through tampering with the air conditioners will be billed to the Residents. The air conditioners are set on the most efficient temperature. To have them adjusted please contact the Office.

If the air-conditioner is pouring water or spitting out ice particles turn it off immediately. Air-conditioners cannot work effectively if doors and windows are left open and the air-conditioner is constantly left running. In this instance management reserve the right to enter the cluster without notice to attend to this.

Candles and Incense Sticks and Excessive Bathroom Steam

Candles and similar items, including incense can cause fire or smoke damage and candle wax can damage carpets and furniture. **The burning of candles is prohibited inside all clusters.** Burning candles will result in the Fire Alarm activating. Please keep your bathroom door closed as excessive steam will also set the Fire Alarm off. The cost of a call out by the Fire Brigade is approximately \$500.00. This cost will be charged to the occupants of the cluster that triggers the fire alarm.

Please ensure that your bathroom door is closed while showering as the steam may cause the fire alarm to go off.

Noise

As a courtesy to sleeping and studying Residents, congregating, socialising, and noise is not permitted in the courtyard areas, on balconies, or on stairways after 10.30pm. Congregating and socialising is only permitted inside clusters or up at the poolside area after 10.30pm. We appreciate your cooperation in helping us provide the perfect learning environment.

Residents who can not study or sleep because of noise are encouraged to contact an RA or Security.

Due to noise and safety regulations recreational activities such as playing with balls or frisbees, or cricket equipment, are not permitted in any common areas such as the courtyards, balconies or on stairways, in car parks or on any public footpath areas surrounding the Lodge.

Visiting Guests-Day/Evening

The Lodge welcomes guests of Residents. However, these guests are the responsibility of the Resident. Residents must report the presence of their guest to Front Office during business hours or the RA on duty or security after hours, due to issues of fire safety and Work Place Health & Safety regulations. Unwanted or uninvited guests should also be reported to Front Office or Security immediately. Lodge Parking Permits are available from the Office.

It is the responsibility of Residents to ensure their guests are aware of the Residential Guidelines.

Guests – Overnight

Guests are permitted to stay for one night only in a Resident's room, **CHARGES APPLY**. Any damage caused by a guest will be charged to the Resident's room.

This permission for the guest to stay is granted in good faith and on the understanding that Residents and their guests will not seek to abuse this privilege. **Guests who stay more than one night in any lodge room will be charged the full casual rate for accommodation, regardless if it is a consecutive stay or further stay in the same or another cluster.**

Residents must report the presence of an overnight guest to Front Office, the RA on duty or Security due to issues of fire safety and Work Place Health & Safety regulations. Failure to do so will result in the host being charged from the first night, plus eviction, and a trespass notice will be issued to the guest and or host.

Casual meal cards can be purchased from the Front Office if a guest wishes to dine in the dining area.

Railings

Residents **are not** permitted to hang clothes, towels or any other items on balcony railings at any time.

Harassment

The Lodge is committed to providing an environment in which its Residents can feel free from any type of harassment (this includes sexual, physical, political and mental). Any cases of harassment should be reported to a staff member or RA immediately. **Penalties for harassment will be swift and severe.**

Insurance

Management does not insure property that belongs to a Resident and will not be responsible for any loss or damage suffered to a Resident's property. Residents are encouraged to make their own arrangements for Contents Insurance. This includes goods stored during semester breaks etc.

Illegal Substances

Under no circumstances may a person be in possession of any illegal substance. If any one is found with an illegal substance, an immediate notice of eviction will be given. The Resident, if evicted will also be responsible for payment of all rentals for the duration of their fixed term agreement.

Management has a responsibility to call the Police if Management knows, or has reasonable grounds to believe, that any Resident is carrying or has an illegal substance on the premises.

Keys

A refundable key deposit of \$25 is required on arrival. Key deposits will be refunded in cash at the end of the Resident's stay, providing the key is returned. Replacement of lost keys will incur a loss of the \$25 deposit.

Full rent is payable until the room key is returned.

Residents who lock themselves out of their room can have their room opened by Front Office staff, the Duty RA or Security depending on the time of the lockout.

Parties

We encourage parties to be held in the Student/BBQ area.

- All attending guests will be held responsible for noise control; post party clean up and any lost or damaged equipment.
- RA's, security, or management may finish a party at their discretion.

Pets

Students are not permitted to house animals on the Lodge grounds at anytime during their stay.

Posters & Prints

Temporary affixing of posters and prints on internal walls is acceptable provided only Blu Tac or similar poster putty is used. Residents will be required to meet the cost of repainting where paint has been removed by adhesives. **Under no circumstances may staples, drawing pins, cello tape or double-sided tape be used on any surface within or outside the cluster.**

Rubbish/ Trash

All Residents are asked to dispose of rubbish / trash thoughtfully and regularly (to prevent insects infestation) and abide by health regulations. Bins are located in each block. As we live in the tropics please be conscious of ants, which are attracted to pizza boxes and sweet smelling things such as lolly wrappers, soft drink cans etc.

Smoking

In line with the Queensland Government regulations, smoking is not permitted in any of the lodge buildings; this includes balconies, stairways, laundries, etc. You may however smoke in the poolside area and pergola areas; a designated smoking table is available for your convenience. Please empty your ashtray once finished. A penalty of a minimum \$150 will be issued by the Qld Govt. to those found smoking in non-smoking areas.

Vandalism

Management/Staff and Residents take pride in the condition of the Lodge. Any instance of vandalism should be reported to Management, an RA or Security immediately. Offenders will be prosecuted. Residents are responsible for the behaviour of their guests.

Vehicles & Bicycles

Cars and other motor vehicles may only be driven on formed roads (ie not on grass) and parked in designated areas at the Lodge. If you intend leaving your bike at the Lodge during the semester break you must inform the office and receive a pass. Failure to do so will result in the removal of the bike and the Lodge not accepting any responsibility. Be aware of doorways where doors may open by people unaware you are riding so close to doors and entranceways. **All vehicle owners must inform Front Office of the make, model and registration number of their vehicle upon which a CSL parking permit will be issued.** Non residents must inform the office of their vehicles in the car park. Departing guests must not leave any vehicles in the car park, unless given permission by the General Manager. Vehicles will be towed at owners expense.

Storage of bikes is only allowed in designated areas i.e. bike racks. No bikes are to be on walkways at any time (this includes locking your bike up against the posts) due to general safety and Work Place Health & Safety regulations.

Illness and Injury

Give immediate notice to Management of the Lodge of any infectious illness occurring in the Lodge. Management shall, if required, thoroughly fumigate and disinfect the Lodge to the satisfaction of the Lodge and any Health Authorities.

The Lodge does not provide transport to Residents who are ill or injured. Residents who require medical aid will be transported by their own means, by taxi (at the Residents expense) or via an ambulance.

If you require urgent medical attention and need to go to a hospital, please contact the Residential Assistants on ext 1107 (or Security on 1107 after 10.00 pm) and arrangements will be made for an ambulance or a taxi to take you to hospital.

Management reserves the right to call an ambulance to any medical incident at it's own discretion and **does not** need permission from the Resident. If the decision has been made that further medical attention is required beyond general first aid this decision is final and an ambulance will be called at the expense of non Australian Residents. Ambulance service is free for Australian citizens.

Proof Of Residence Cards (PRCs)

All Residents that have paid for accommodation and food as a single package and self catering guests (ie. Residents that have not bought any separate, casual, meal cards) will be issued with a CSL PRC key ring. ***PRCs key rings must be available whenever a Resident is eating in the Dining Hall or drinking and the bar is open.***

SECTION 4: RESIDENTIAL FACILITIES

Cleaning

Each cluster is vacuumed and cleaned once a week. The housekeeping schedule is: Orpheus Tuesday, Bedarra Wednesday (Top & Middle), Bedarra Thursday (Bottom), Fitzroy Thursday (Top only) Fitzroy Friday (Middle and Bottom), Lizard Friday. This may be subject to change because of public holidays, eg Easter. A linen package is supplied to each semester guest. It is the guests responsibility to return the linen package in a tidy state prior to departure.

Rooms will be cleaned from 9:00 am – 5:00 pm.

Residents are expected to have 75% of their floors and bed area cleared of papers, clothes, cords etc. Housekeeping staff are instructed by Management to lock each door on completion of cleaning the cluster. Please note it is advisable to always lock your door and take your keys with you.

Laundry

Each block has a coin-operated laundry with both washing machines and dryers. Washing machines using only cold water cost 2 x \$1 and washing machines using hot water, and dryers, use 3 x \$1 coins. Washing machines in Orpheus are connected to hot water. Change can be obtained from Front Office during Front Office hours. Clotheslines are also located in each block, although Residents must provide pegs. It is advisable to bring clothes in before dusk due to high condensation at night and the tropical rain. Each cluster is provided with its own iron and ironing board.

Maintenance / Right of Entry

Management reserves the right to enter any cluster, without notice, in case of an emergency. Management / staff also has the right to enter rooms to perform housekeeping duties at times specified in "Cleaning" section above. Staff may also enter to perform maintenance It is the responsibility of the Resident to report all maintenance in the maintenance book, located in the Office and Dining Hall.

Prior to a guest departing, we reserve the right to immediately access that room as required. We will attempt to advise the other residents prior.

Common Areas Within Clusters

These areas are the joint responsibility of the Residents residing in the cluster. If any damage has occurred, people in the cluster will share the cost of repair unless the person causing the damage agrees to take full responsibility.

Internet Access

All bedrooms have a high-speed internet port providing access direct to James Cook University computer facilities and the World Wide Web. Details on how to connect are available from JCU Library and info desk. You will need to purchase a LAN cable (costing \$10 at the office) to enable the connection if you have your own computer.

Computer Lab

The CSL computer facilities are available for authorized Residents only who will be provided with a logon and password. The Lab is located in cluster 6 in Orpheus Block. The lab also contains access to other hardware such as printers. For English language and casual guests a small fee for access is required please see the office. Unauthorised use will result in an appropriate charge to the guest account.

- The computer lab is open 24 hours a day, giving you convenient computer access.
- A small printer is provided. Guests are asked to limit themselves to 6 pages. Large print runs should be undertaken at JCU.
 - Please do not remove ink cartridges from printers.
 - Advise Front Office if the ink cartridge is empty.
 - Residents supply their own computer paper. This can be purchased from the Front Office.
 - You must display your PRC Key ring when using this service.
 - No food or drink is permitted in the computer lab.
 - The facilities are provided for the use of email /study purposes only.

- Using and sharing other Logons/Passwords is not permitted.
- No external hardware or software is to be utilized in conjunction with the CSL computer equipment.
- Accessing pornographic or other inappropriate sites in the computer lab is illegal and will result in your access to computers and the Internet being cancelled.

Photocopier

Is available in the Office during office hours for small copy amounts at 20c a sheet.

Cairns Student Lodge Bus

The CSL bus is available for transferring Residents to and from the Airport at the start and finish of each semester or period of residence. **3 days notice must be given to Front Office before any bus transfer can be arranged. Bus transfers cost \$20 per person one way. We may provide alternative transport subject to requirements.**

The Lodge bus also operates a shuttle service Mon - Fri. Language students studying in the city have first priority for its use. **Write your name in the Bus Run book (this is kept in the Dining Hall) to reserve a place.**

All afternoon runs must be written into the bus run book by 12 noon. Failure to do so may result in the bus being unavailable for pick up and drop offs at the Lodge and from in the city.

The Lodge bus does not operate on public holidays, weekends or Language School scheduled holidays except for airport transfers.

Public Bus

Sun Bus time tables are available from Front Office..

Meeting / Conference Facilities/ Groups

The Lodge has a large meeting area. These facilities also cater for large outside groups, functions and conferences.

From time to time groups will stay at the Lodge for these purposes and are obliged to follow the same regulations as set out in these Residential Guidelines.

To keep providing accommodation and food to Residents at an affordable rental price for students, non-student casual guests and outside business is sourced. Please be patient as some areas may become restricted for a short period.

Self - Catering Units

There is a limited number of these available to semester students. These are not to be utilised by those on a full meal plan.

A separate agreement applies to the students leasing these units along with the normal CSL cancellation policy, bond forms etc.

Dining Hall / Meals

Meals are provided as part of a Resident's agreement as agreed and paid for. **All Residents must have available their CSL Key ring when dining in the dining area** and show to CSL Staff or Management if requested.

Meal times are as follows:

Breakfast:	Monday to Friday	7:00 a.m. to 9.00 a.m. <i>Continental Breakfast</i>
Breakfast	Saturday	8.00 a.m. to 10.00 a.m. <i>Continental Breakfast</i>
Brunch	Sunday (Breakfast and Lunch) <i>Hot food will cease being prepared at 12.30 p.m -</i>	9:00 a.m. to 1.00 p.m. Continental <i>Brunch from 9:00am-1:00pm</i>
Lunch	Monday to Saturday	12.00 p.m. to 1.30 p.m.
Dinner	Monday to Saturday	5.30 p.m to 7.00 p.m
	Sunday BBQ	4:30pm to 6:30pm

The dining hall is closed at 9pm nightly and the snack chiller is locked at 7.30pm

- **On completion of your meal, please take all used glasses, cutlery and plates to the kitchen.**
- **Please scrape and stack plates at the "clear area" and put your cutlery in the cutlery bucket.**

No plates, cups, glasses, knives, forks, spoons OR ANY OTHER EQUIPMENT are to be removed from the dining room area at any time, There are no exceptions.

No food, or beverage except packed lunches or a piece of fruit can be removed from the Dining Hall and Student Centre. This is a health and safety regulation. Please see kitchen staff if you wish to take food from this area so appropriate steps are taken to ensure food is packaged suitably to prevent food spoiling or poisoning. No BYO alcohol can be consumed or carried into the dining hall or games area unless the Bar is open.

Late Meals / Packed Lunches

Late meals and packed lunches are provided on request Monday through Sunday. **Packed lunches can be made by the guests during breakfast hours.** Late meals and packed lunches are available during semester weeks only. Please complete the late meals request in the book at the kitchen servery. **Packed lunches are not available on weekends.** Exceptions apply to groups only.

Special Dietary Needs

Residents with special dietary needs (religious, medical or ethical) should advise the Front Office or kitchen staff in writing of their requirements. If you believe your dietary requirements are not being fulfilled please speak to the Head chef or Front Office Staff, who will be happy to discuss your needs.

Dress Requirements

Modest, clean and tidy clothing must be worn at all times while in the dining hall and office and whilst on the rest of Lodge grounds. **Shoes must be worn at all times in the dining room areas (This is a Health and Safety Regulation in Australia).** The dining room is a smoke free zone.

Guest / Casual Meals

Casual meal cards can be purchased from the Front Office if a guest wishes to dine in the student dining area. If the Front Office is closed, please approach and pay kitchen staff for casual meals.

Prices for Casual Meals Are: **The dining area is not available to non paying guests during meal times.**

Breakfast	\$ 7.50
Lunch	\$ 10.50
Dinner	\$ 12.50

Snacks

While we currently provide facilities and some food items to enable guest to make their own snacks and drinks between the hours of 9am to 7.30pm we reserve the right to review this service and does not form part of our obligations in respect of meal packages

Front Office

Front Office is located in the Administration building located 20 metres from the Dining Hall. It is open from 8.30 a.m. to 6.00 p.m. Monday through Thursday. Friday 8:30am – 5:00pm. Closed Sat & Sun. Hours may change due to holidays, semester breaks etc.

Residents should attend the Office during Office hours for payment of rent, or phones calls, or any other general inquiries. Unless there is an emergency these services are not available outside Office hours. Front Office can provide contact numbers that may be required.

Please note: Australian Privacy Laws may prohibit the distribution of some personal details, including private phone numbers and addresses, of current or previous Residents.

Sporting Facilities

The Lodge offers a beach volleyball court and a swimming pool. **Alcohol and glass is not allowed in the pool area and the pool gate should be kept closed at all times.** In the Student Centre a pool table is available. Residents are reminded that these facilities are the property of the Lodge and should be treated with respect at all times. Residents should sign out the equipment from the Duty RA (dial 1107).

International Students

One of the advantages of living at the Lodge is being given the chance to mix with Residents from other countries. This makes the Lodge an interesting and culturally diverse environment. All Residents are encouraged to extend every courtesy to our international visitors and to assist them wherever possible.

Storage

The Lodge offers storage facilities for returning Residents over the semester breaks. A minimum fee of \$50.00 is charged for storage. More information can be obtained from Front Office.

Social Activities

Social activities maybe organised throughout the semester by staff and the RA's. and competitions, outdoor. Please see your RA or ask at the Front Office for further information.

Vacations

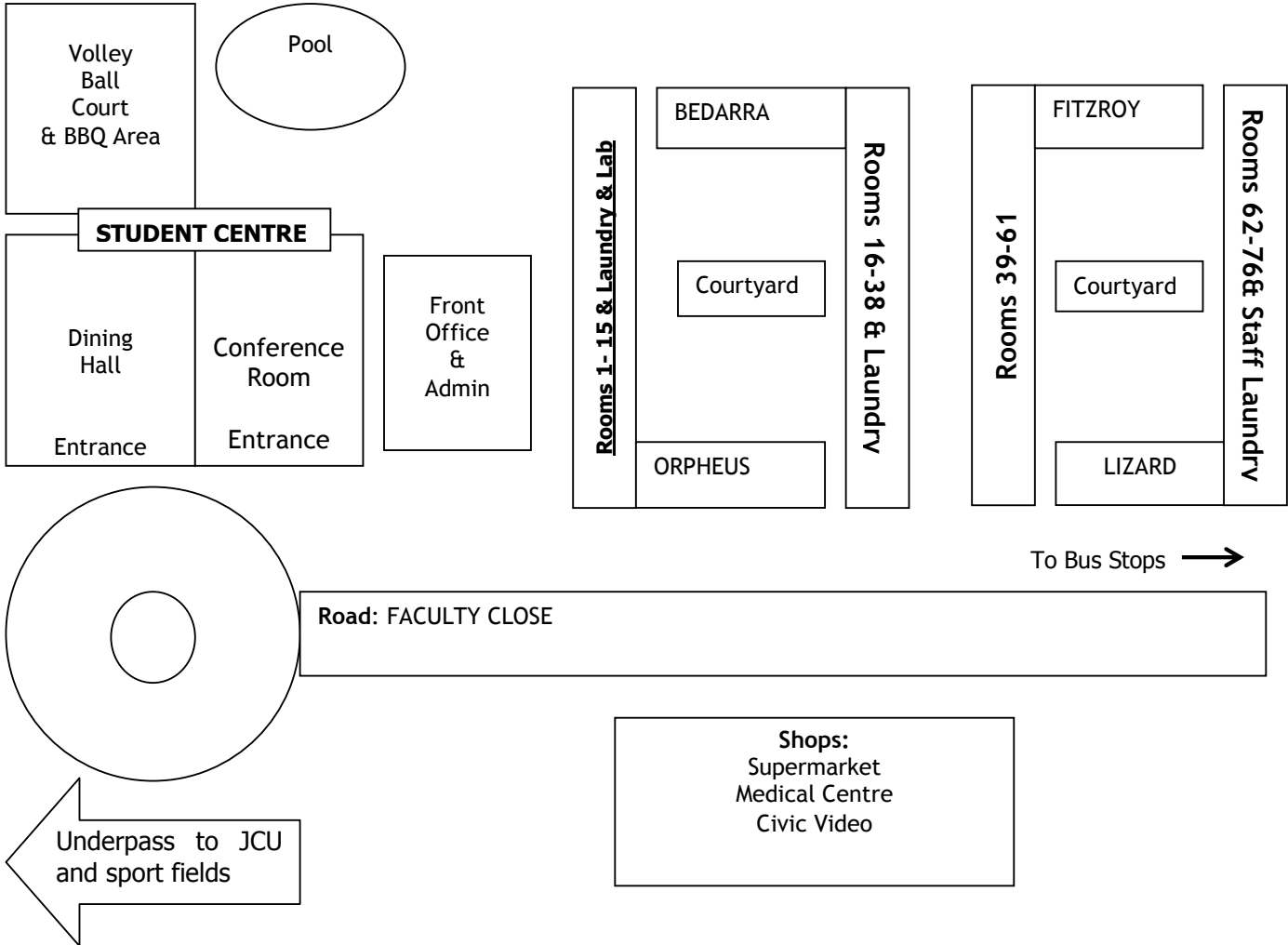
Residents wishing to remain at the Lodge during the June/July, Dec/Jan vacation period are required to make the necessary arrangements with the Front Office. We will ask you to vacate your room during this time for spring cleaning. Depending on occupancy at the Lodge it may be necessary to close for a period over the 2006 Christmas/New Year holiday period, this may also apply to mid semester breaks.

Tour Desk

There is a variety of information on available in the Dining Hall.

NOTES

Cairns Student Lodge ~ Map



Cairns Student Lodge



I, _____, have read the Cairns Student Lodge Resident's Handbook and Residential Guidelines.

Upon signing below, as a Resident of CSL, you acknowledge and understand the Residential Guidelines and agree to abide by the terms and conditions of Occupancy, Policies, and use of Residential Facilities.

Resident's Signature

Date

CSL Staff Witness

Date

Resident Copy

Cairns Student Lodge



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Resident's Signature

Date

CSL Staff Witness

Date

CSL Copy-**Detach, sign, and hand in to the office.**