



Gatton Halls of Residence

HOUSE RULES 2025

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1. HOUSE RULES & POLICIES

The House Rules form part of the Student Residency Agreement. Residents are required to comply with the House Rules during their stay. Failure to comply with the House Rules, and any update or variation, will constitute failure to comply with the Residency Agreement and may lead to disciplinary actions including, but not limited to, written warnings, Agreement termination and eviction.

Residents shall be bound by the rules of the Halls as set out in the House Rules, Resident Handbook and The University of Queensland Student Code of Conduct Policy

2. ELIGIBILITY

A resident must be enrolled as a current student of The University of Queensland to be eligible for a residential place in the Halls of Residence.

3. COVID-19 & INFECTION ILLNESS

- 3.1 All residents of UQ Res are encouraged to be vaccinated against the COVID-19 virus prior to check in.

For Australian students or students already in the country COVID-19 vaccines are free, even if you are not an Australian citizen or permanent resident. This includes people without a Medicare card and international students.

Annual Influenza vaccination is also recommended for students living in residential accommodation.

- 3.2 Presenting with Symptoms

If a resident has symptoms of COVID-19 or any other infectious illness e.g. influenza, seek medical advice and please avoid common areas where possible until your symptoms have gone.

- 3.3 Qld Government Health Directives

Adhere to all current Queensland Government Health directives.

4. CHECK-IN AND INDUCTIONS

Check in is from 9am – 11am on the first day of your Agreement.

Inductions covering Halls policies, fire safety, maintenance, residential life programs, health and safety and support systems will be conducted by the Residential Life Manager and Resident Assistants on that day.

5. ALLOCATION OF ACCOMMODATION

Rooms are licensed for single occupancy only.

Allocation of rooms is undertaken by the Halls Office in accordance with our policies. A resident can be required to move to an alternative room and/or Hall at the request of Halls management.

6. ROOM CHANGE

Requests for a room change can be done on the [UQ Res Portal](#). No room change can be made without the approval of the Residential Life Manager or delegate.

Residents wishing to change rooms are advised:

- An administrative and room cleaning fee will be charged (see Charges and Fees List)
- UQ Res are under no obligation to agree to a room change.
- The Resident must complete the on-line Request for Room Change form and provide any relevant documentation to support their request.

7. SUBLETTING PROHIBITED

Leasing your room to someone else for a portion of your stay or for the remainder of your Agreement at UQ Res is strictly prohibited. When signing an Agreement, the Resident is signing a legal contract. This means the Resident is responsible to pay rent for the room until the end of the Agreement term.

8. UNDER 18 RESIDENTS

All Residents *under the age of 18 years* who are registered on UQ's International Student Supervision Program (ISSP) must follow the curfew rules and procedures as agreed with the University of Queensland (UQ). Breaches of curfew will be reported to UQ and disciplinary action may be taken by UQ and UQ Res for repeated breaches which could ultimately affect the visa status for international students. The following guidelines put in place by the ISSP for international students must be followed:

- **17-year-old students** have a 10pm curfew. Students must sign in with their Residential Assistant between 9:30pm and 10pm (not before or after) every night to avoid UQ or their parent/legal guardian being contacted.
- **16-year-old students** have a 9pm curfew. Students must sign in with their residential assistant between 8:30pm and 9pm 10pm (not before or after) every night to avoid UQ or their parent/legal guardian being contacted.
- If students intend on staying away from UQ Res overnight or for a holiday, they must seek approval from the ISSP Team by completing the UQ Activity Permission Request Form.
- Permission to go on holiday or stay outside of UQ Res can only be granted by UQ and must be communicated in writing 7 days prior to departure.
- No overnight guests are permitted.
- All visitors must leave the room by 10pm
- No alcohol can be consumed anywhere or kept in the room by under 18 residents or on behalf of acquaintances, family or siblings.

9. REQUIREMENT TO PAY RESIDENTIAL FEES AND REFUND OF FEES

- 9.1 Rent must be paid in-advance at all times.
- 9.2 Students allocated accommodation are required to pay all residential fees in accordance with the approved schedule of fees. **The 2025 fee schedule is outlined below.**

Quarter	Invoice Date	Due Date
Q1	17-Jan-25	17-Feb-25
Q2	21-Mar-25	18-Apr-25
Q3	27-Jun-25	25-Jul-25
Q4	27-Aug-25	26-Sep-25

- 9.3 Any resident who is unable to pay residential fees in full before the due date, or who is experiencing financial hardship, should contact the Halls' Office Staff immediately.
- 9.4 The Halls of Residence reserves the right to request that any resident who is more than 21 days late with payment of fees (in full or by instalments) moves out of residence.
- 9.5 Overdue fees will be placed in the hands of an external debt collection agency which may negatively affect your credit rating. Any account sent to the debt collectors will be charged a debt collection fee of 10% of the outstanding amount. Any account not fully paid when a resident has left the Halls will have a hold placed on their Si-net account, until all monies owed are paid in full to the Halls of Residence.
- 9.6 Residents who are suspended from the Halls will be required to pay accommodation fees only during the suspension period. Should a resident choose to terminate accommodation at this time, the normal rules as under section 18 will apply.

10. AUTHORITY WITHIN THE HALLS OF RESIDENCE

- 10.1 UQ Res has overall responsibility for the Halls.
- 10.2 The General Manager has responsibility for the management of, and conduct within, the Halls.
- 10.3 The Residential Life Manager, Residential Supervisors and Resident Assistants are appointed for the management of, and conduct within, the Halls of Residence and as such should be considered agents of the General Manager.
- 10.4 Residents must comply with a direction given by the General Manager, Residential Life Manager, Residential Supervisors and Resident Assistants or authorised University Staff such as Security Officers. Failure to do so will be deemed as a breach of the conditions of residency.

11. CONDUCT WITHIN THE HALLS OF RESIDENCE

Residents shall not cause nor permit the premises to be used or occupied in any way or for any purpose which might cause annoyance to any persons on the premises, or indulge in any illegal, riotous, noxious, improper, offensive or noisy conduct or practice, or bring the reputation of the Halls into disrepute. Residents shall be bound by the rules of the Halls as set out in the House Rules, Resident Handbook and The University of Queensland Student Code of Conduct Policy

- 11.1 Residents must at all times conduct themselves within the Halls in a manner which is conducive to study and sensitive to the privacy and needs of other residents.
- 11.2 Residents will be required by the General Manager, Residential Life Manager, Residential Supervisors and Resident Assistants, or authorized University staff to discontinue any behaviour which is detrimental to the welfare, comfort or convenience of other residents.
- 11.3 The University of Queensland is committed to ensuring that the University environment is safe, respectful and free from all forms of Sexual Misconduct, this includes the Halls of Residence. The Sexual Misconduct policy outlines the overarching principles governing the University's approach to preventing, addressing and responding to Sexual Misconduct, which is behaviour inconsistent with the University's values. This policy is to be read in conjunction with the Sexual Misconduct – Procedures as detailed in the Resident Handbook.

12. NOISE POLICY

Our Halls of Residence is a community where people need to study and sleep at reasonable times.

- Please be considerate and keep noise to a minimum at all times. Music must NOT be played at volumes likely to disturb other residents at any time day or night!
- Don't shout loudly in corridors or slam doors. Discourage any noisy visitors - Your room is your responsibility.
- Absolute quiet hours in all Halls are between 10.30pm and 7.00am. During this time any noise such as loud talking or music in bedrooms

should not be able to be heard in the room next door.

- If you are asked by Residential Assistants to quieten down, anything other than a positive response will lead to a referral to the Residential Life Manager.
- Noisy behaviour as a result of alcohol consumption, is no excuse and will have serious consequences.
- If you are returning from the Campus Club or an external function late at night, **DO NOT DISTURB** residents who are sleeping. Return to your room quietly. **Repeat offenders of our Noise Policy will have their place at the Halls of Residence terminated.**

13. GUEST POLICY

Residents are responsible for the conduct of any person(s) they invite into, or entertain within, the Halls or adjacent areas.

Any damage or unsociable behaviour by any guests are the responsibility of the Resident.

Guests must comply with the House Rules. If a guest or visitor violates the House Rules they can be asked to leave immediately.

All guests and visitors are expected to leave the Halls by 10.30pm. Residents shall not allow another person to stay in their rooms overnight or for an extended period unless they have been given permission, in writing, according to the provisions of the Overnight Guest Policy.

Guests are not permitted in the Common Areas unless accompanied by the Resident.

Current Halls Residents are NOT considered to be 'guests' during vacation periods. If a current resident requires accommodation during vacation periods, they MUST complete a 'vacation residence' form on their StarRez portal.

Overnight Guest Application Procedures & Conditions

- A guest pass form must be completed and handed to the on-duty Residential Assistant by 8.00pm on the night of stay.
- Only one overnight guest at a time is permitted.
- Guests must be 18 years or over.
- A maximum of 10 guest passes per semester per resident.

- Guests are permitted to stay for a maximum of 2 consecutive nights only – any extension of this may be negotiated through the Residential Life Manager.
- By completing a guest pass, the resident assumes responsibility for their guest's behaviour at all times and the guest must reside in the resident's bedroom – not in a vacant bedroom.
- A guest pass application may be refused at the discretion of the Resident Assistant team or Residential Life Manager.
- If a guest uses the Dining Hall, please ensure that they pay for their meal or you swipe your card for your guests meal as well.
- Day guests not staying overnight will be required to vacate by 10.30pm.

Any Resident who has a guest without completing a guest pass will be charged for the accommodation of that guest @ \$50 per night and will be issued a misconduct warning for breach of the guest policy. Guests who breach Halls community guidelines will not be permitted to visit Halls in the future.

14. ALCOHOL POLICY

- 14.1 The consumption of alcohol should be done in moderation and keeping the rights of other residents in mind. The alcohol policy in Halls is designed to encourage a moderate, responsible and mature approach to drinking and to limit potentially harmful effects on individuals, the community, property and reputation of the Halls.

The consumption of alcohol is strictly confined to the immediate Halls precinct and no further than designated external barbecue areas. Alcohol is not permitted beyond the Halls precinct and all alcohol consumption must cease at 11.30pm in accordance with The University of Queensland policy

14.2 The alcohol policy guidelines include:

Excessive drunkenness while in Halls is not acceptable behaviour.

Kegs, crates, home brewing and distilling are not permitted.

Activities centred on the consumption of alcohol - eg: drinking games/beer bongs etc - are absolutely NOT acceptable.

Residents are responsible for the behaviour of their visitors and guests at

all times

Incidents of misuse of alcohol are treated seriously and may result in termination of residency

- 14.3 In accordance with state policies, persons under the age of (18) years are not permitted to consume alcohol within the Halls or at Halls functions. Persons under the age of 18 found consuming alcohol or intoxicated will be suspended or terminated immediately
- 14.4 Excessive drunkenness is NOT an excuse for poor behaviour.

15. SMOKING, DRUGS & ILLEGAL SUBSTANCES

Smoking is prohibited on all University of Queensland campuses including the Halls of Residence. The total smoking ban includes the use of electronic cigarettes, vapour pens or other devices. The University smoking policy is recognized as an Occupational Health and Safety responsibility.

Smoking is prohibited in all areas of UQ Res properties: Resident rooms, common rooms, balconies and all external areas, etc. Where there is reasonable evidence that a Resident has been smoking on the property, the Resident will be charged the Smoking Fee (see Fees & Charges) and liable for any further costs incurred in returning the affected area to a satisfactory condition, as determined by UQ Res Staff.

The use, possession of, or dealing in, illicit or non-prescribed drugs is strictly prohibited on UQ Campus and within all UQ Res properties. The matter may also be referred to the police.

Residents, their Visitors and Guests are not permitted to be in a UQ Res property if they are under the influence of illicit drugs.

16. GAMBLING

Organising, managing or undertaking gambling activities is strictly prohibited in all UQ Res properties.

17. FIREARMS AND DANGEROUS OR UNLAWFUL GOODS

Residents and/or their guests must not bring onto, or use within or in the precincts of, a Hall of Residence any firearm (or facsimile), gel blasters, weapons, explosives, fireworks, or flammable liquids.

18. CANCELLATION OF AGREEMENT POLICY

All cancellation requests might be submitted in writing.

18.1 Prior to Agreement Start Date

If cancellation is requested, supporting documentation stating the reason for the inability to commence the Residency Agreement - must be provided. The Agreement may be cancelled without penalty, dependent on the validity of reason and supporting documentation. *This excludes the non-refundable application fee.*

18.2 After Start Date

If a Resident wishes to break their contract Agreement after the Start Date, they are required to give four weeks' notice of their intention to leave, which must be served during semester time. Residents will be required to pay the normal weekly rate in lieu of notice, if the required four weeks' notice is not given; or pay 4 weeks' rent-in-advance for an immediate departure. *A Breaking Contract Agreement* penalty also applies. (See Fees and Charges).

18.3 Under-18 Cancellation

Residents are expected to stay until the Agreement End Date regardless of whether they turn 18 during their stay. If there is an Agreement with UQ in place, Residents under-18-years of age must contact UQ and their guardian prior to requesting cancellation. If there is no Agreement with UQ, cancellations will be processed as per standard Cancellation Policy.

18.4 Rent Owed & Outstandings

The Resident will be responsible to pay costs for ending their Agreement early and/or at the end of their Agreement/check-out, such as – but not limited to:

- Any unpaid rent owed
- 4 weeks' rent or rent-in-lieu (break lease)
- Cleaning costs if the room is not left in a reasonably clean condition

- The costs of disposing of any goods or property left behind
- Repair costs if the Resident has caused damage to the Room or Fittings
- Replacement cost of missing items
- Administration costs.

UQ Res may call the Resident's emergency contact if any additional costs are not paid. If any costs remain unpaid, UQ Res may engage debt collectors to assist with recovering the amounts owed.

19. ENTERING RESIDENTS' ROOMS

A resident's room may be entered by person's authorised by UQ Res:

- for inspections, cleaning, inventory, maintenance, safety alterations and repair. Advance notice will be given to the resident.
- in an emergency as determined by the General Manager or delegate without advance notice and whether or not the resident is present.
- between semesters when at the discretion of the General Manager or delegate, rooms in the Halls may be entered without written or verbal notice.

20. DINING HALL

- 20.1 The Dining Hall will provide 15 or 21 meals per week depending on the plan selected. It is a Resident's responsibility to ensure that a UQ student card is 'swiped' at the Dining Hall for every meal or they may not be permitted access.
- 20.2 Additional meals can be purchased through the Dining Hall.
- 20.3 If residents are observed entering the Dining Hall without swiping their student card a \$50 fine may be incurred. Not swiping for your meal is essentially theft and will not be tolerated.
- 20.4 Neat casual dress and footwear should be worn at all meal times and hats removed. Scrubs and gumboots are not permitted.

20.5 CHANGE OF MEAL PLAN.

Requests for change to meal plans can only be made in writing, prior to the invoicing for the next quarter. *Any meal change requested after a quarter has been invoiced, will only be applied to the subsequent quarters. Please refer to item 9.2 for the 2025 Quarterly Fee schedule dates. These dates also apply to residents on a fortnightly payment schedule who request a change of meal plan.*

21. FIRE AND EMERGENCY EVACUATION PROCEDURES

All Residents are to make themselves familiar with the emergency evacuation procedures for their building, the location of fire exits, the location of the designated Assembly Area. Residents should not use firefighting emergency equipment unless they have completed the annual fire safety training provided by The University of Queensland's Workplace Healthy and Safety Unit.

21.1 In Case of Fire or Emergency

If you discover a fire or emergency:

- Sound the fire alarm system (push button alarm locations as shown on floor plans in each block of every Hall)
- Alert Emergency Services via Security on 3365 3333 (all hours) or on 1800 800 123 (free call). If these numbers fail to respond, alert Emergency Services on 000 and give the following details:

- 1) location, type and scale of the emergency; and
- 2) your name and location.

- Alert other people in the vicinity and notify a Resident Assistant.

On hearing the fire alarm or when instructed by a Resident Assistant

- Walk quietly but quickly to the exit and proceed to the Assembly Area outside the building to await further instructions.
- Listen and follow instructions provided by Resident Assistants.
- In order to prevent injury and possible panic during evacuation do not run, push or overtake others
- Do not return to your room or the building until the Fire Brigade Senior Officer gives the all-clear.

No items are to be stored or placed in communal corridors. This includes but is not limited to mats, plants and footwear.

21.2 Fire Equipment and Detectors

Fire detectors are located in all bedrooms and common areas in the Halls. The detectors are extremely sensitive to smoke, fumes from hairspray, deodorant and the like – use with caution.

Candles, naked flames, incense and electronic scent diffusers are not permitted. **Residents must not cook in their rooms**, therefore, restricted items include: kettles, toasters, microwaves, rice cookers and electric heaters of any kind.

Tampering with or falsely setting off alarms is a serious offence. The \$1,500 cost of the Fire Brigade attending any room alarms will be passed on to the resident/s involved.

The misuse of fire protection equipment including fire sensors, hoses and extinguishers will be treated seriously. Heavy fines will be issued and those responsible may have their place in Halls terminated.

22. KEYS, ACCESS & SECURITY

On arrival you are issued a room key. For safety and security reasons if you lose your key, it should be reported immediately to Halls of Residence reception. A replacement key and re-barrelling of your lock (if required for safety requirements) will be charged to the resident (See Fees and Charges). The costs of re-barrelling vary according to the type of locking mechanism and a resident will be notified of the charge if this is required.

ALL residents are encouraged to download the SafeZone App to your mobile phone.

UQ SafeZone allows you to make an emergency call to Security and instantly give them your location. Do not make it easy for unauthorised people to access your room.

Halls of Residences can be an easy place for opportunistic thieves.

Keep both your door and your security screens locked at all times and when you are sleeping

There are a number of ways in which the risk of theft can be greatly minimised:

- Always lock your bedroom door and keep your room key with you. Even if you are slipping out for only a minute to go to the bathroom (for example) lock your door.
- Do not leave any large sums of money in your room at any time.
- Band together with your friends in the Hall and make a point of speaking to any strangers you notice in the Halls. (You may deter them from any anti-social or illegal behaviour by asking, "Are you looking for someone?" or "Can I help you?")
- Provide a back-up for your Resident Assistant in ensuring that the external doors remain locked each night after the 10.30pm close.

22.1 Security in the Halls

Security is everyone's concern, and residents are expected to participate by:

- behaving appropriately, and ensuring that their guests/visitors do the same; and
- notifying appropriate people of suspicious or dangerous incidents; and following appropriate instructions from University Security, Halls of Residence Staff and Resident Assistants.

The Halls will maintain an appropriate regime, in conjunction with University Security, to assist in providing all residents with an environment that is safe and secure. The General Manager will ensure that their staff and functionaries are appropriately trained to deal with security issues, including when issues should be referred to University Security or the Police.

23. ROOMS

23.1 Damage

The Resident will be held financially responsible for any damages to UQ Res property. This may involve paying for all costs associated with the repair and/or maintenance to those damaged items or, where required, replacement.

In the event where accidental damage has occurred as a result of unacceptable behaviours or were found to be the result of intentional destruction, formal written reprimands and/or eviction of the Resident responsible may occur.

23.2 Cleaning

- Residents are responsible for cleaning their rooms and keeping the common areas tidy.
- All kitchen appliances and work surfaces and benches in common rooms should be cleaned after use.
- Residents must leave common areas neat, clean and tidy after using them.
- Common areas in these properties include corridors, kitchens, breakout courtyards, all grounds.
- Cleaners will clean the common areas only on a daily basis.
- Any foodstuff left on benches and unattended will be disposed of.
- Residents are responsible for maintaining the property's cleanliness after their direct use.

23.3 Rubbish

Each Resident is responsible for taking out the rubbish from their bedroom to larger bins provided.

23.4 Maintenance

If we don't know about it we can't fix it! It is important that where there is damage or disrepair you submit a Maintenance Request via your **StarRez portal**. Where possible your request will be responded to in the outlined times below. If your request for maintenance has not been completed satisfactorily please contact the Halls of Residence Office.

- **Urgent** – Response 0 – 4 hours (eg: power outage, blocked toilet)
- **Important** – Response 0 – 24 hours (eg: broken office chair)
- **Non Urgent** – Response 0 – 72 hours (eg: wardrobe hinge)

23.5 Fixtures and fittings

Residents or guests are not permitted to attach any fixtures, fittings or other material to the walls or other surfaces in the room (desk noticeboards excepted) without the express written permission of UQ Res.

Material placed on the corridor noticeboards and bedroom doors must not be offensive, discriminatory or damaging to UQ or UQ Res' brand or reputation.

23.6 Storage

No items are to be stored outside of the resident's room. Items left outside of rooms will be removed, stored for 48 hours and then disposed of.

Limited storage is available during semester breaks.

24. FILMING & SOCIAL MEDIA

Residents and their guests must not make an audio or video recording of private/non-public conversations or meetings without the knowledge and consent of all participants being recorded.

Use of social media is acceptable, however Residents must be aware of the impact on others. The following uses for social media are prohibited:

- Making comments or posting material that might be considered racial, defamatory, bullying, threatening or harassing.
- Use or disclosure of any confidential information regarding other Residents, UQ and UQ Res staff and/or organisations.
- Sharing specific personal information regarding UQ Res staff on any social media platforms.
- Making any comment or posting material that might cause damage to the UQ and/or UQ Res brand and reputation.

The posted material may be removed from social media and disciplinary actions apply for noncompliance.

25. PRIVACY

The Information Privacy Act 2009 (Qld) sets out 11 Information Privacy Principles which regulate how the University collects, stores, provides access to, uses and discloses personal information. The Act enforces the IPPs with a statutory based complaints scheme which includes the award of compensation for privacy breaches. The University is committed to the objectives of the Information Privacy Act 2009. This policy is based on the following principles:

- the University supports responsible and transparent handling of personal information.
- used and disclosed in accordance with the procedures.
- the University respects an individual's right to know how his or her personal information will be collected, used, disclosed, stored and disposed of.
- adequate privacy protection is a necessary condition for the University to participate in e-communications and e-transactions.

Personal information will be collected, stored, used and disclosed in accordance with the procedures.

26. Grievances

Residents are encouraged to come forward with any concerns or complaints. Residential Assistants will take prompt and effective action to resolve the situation and forward it to the Residential Life Manager if necessary. Complaints are considered seriously, expeditiously and sensitively, with due regard to procedural fairness and confidentiality.

27. Liability

UQ Res shall not be liable for any failure, delay or interruption in performing its obligations and duties herein stated due to causes or conditions beyond its control or which could not have been prevented or remedied by reasonable effort at reasonable expense.

Neither UQ Res or its officials, agents and employees are liable for the loss, theft, disappearance, damage or destruction at any time or in any place of any property belonging to, used by, or in custody of any resident no matter where such property may be normally used, kept or stored.

28. Feedback

UQ Res welcome any feedback a Resident may have.

This can be done in person and/or via email gattonhalls@res.com. Staff will always try to resolve feedback/complaints at the time. Where this is not possible or further investigation is required, staff will aim to respond as soon as possible.

29. PETS

Residents must not bring to or keep any animal or pet within a Hall of Residence, except fish in a small tank.

30. BREACH OF CONDITIONS

Should a breach of the conditions outlined above occur, the General Manager or nominee may impose the following penalties:

- requirement to apologize to the wronged party; reimbursement of the full price of meals misappropriated from the Dining Hall; payment of casual accommodation rates for any unauthorized overnight guests; restitution for the full amount of repairs or replacement resulting from any wilful vandalism, damage or theft;
- Good behaviour bond and/or a community service order;
- immediate suspension or expulsion from the Halls.

An application for reinstatement to the Halls following suspension, may be lodged with the General Manager within seven days of the imposition of the penalty.

Where a resident has been suspended or excluded from the Halls, they may not re-enter any of the Halls for any purpose, without the written permission of the General Manager.

In the interest of best possible outcomes for residents and their families, discipline issues or patterns which may lead to suspension or expulsion, may be discussed with a resident's Parent or nominated Guardian, at the discretion of the General Manager.