



# Greystone Institute

## Accommodation Policy & Handbook

## DEFINITIONS

**“Administration Fee”** means the mandatory fees applied to an Greystone Institute Student Residence Booking. This fee is non-refundable.

**“Booking”** means a request by the student or student’s Agent to Greystone Institute (whether by email, website portal or otherwise) to arrange a Homestay or student Residence in accordance with the Student’s information request.

**“Check-in”** means the date and time that a student arrives at the student Residence.

**“Check-out”** means the date and time the student must leave the student Residence

**“Confirmation”** means a Student Residence reservation that has been accepted by the Accommodation Department and an invoice issued against it by the Registration Department. A Confirmation will become a Final Confirmation when the Accommodation Department has received the full accommodation payment and confirmed flight/arrival details by the stipulated timeframe.

**“Courtesy Hold”** means a temporary reservation given to a student while they decide whether to proceed with a Confirmation. The Courtesy Hold will expire after a set amount of time.

**“Date Change”** means when a student requests a change of an originally scheduled Check-in and/or Check-out dates.

**“Extensions”** means a request made by the student to Greystone Institute in writing for change to the original Check-out date of a Booking.

**“Final Confirmation”** means a reservation that has been fully confirmed by the Accommodation Department after receiving the flight/arrival details and full accommodation payment from the student.

**“Greystone”** means “us”, “we”, “our”, Greystone Institute as part of The Greystone Institute Education Group Inc. and Greystone Institute Brisbane Pty Ltd RTO Number 31564, CRICOS Code: 02137M.

**“Replacement Fee”** means the fee charged in the event that a student decides to move to another Homestay or student Residence room after arrival. This fee is non-refundable.

**“Room Cancellation”** means when a student requests to cancel a Confirmation or Booking.

**“Room Release”** means when Greystone Institute puts a room back into the available supply of accommodation stock. A Room Release may be initiated as a result of a time expiry from Courtesy Hold, or due to the fact that room payment and/or the signed student Accommodation Agreement Form were not submitted as part of a Confirmation request.

**“Student”** means “you”, “your”, and an individual making the booking directly with ILSC, or their authorized educational agent making a booking on their behalf.

**“student Accommodation Agreement”** means the digital agreement form that all Students or their authorized representative must sign at the time of Booking.

**“Student Residence”** means the accommodation in a purpose-built student Residence where your stay takes place.

**“Written Notice”** means notice given to Greystone Institute by email from a student or their authorized representative.

## ACCOMMODATION BOOKING STATUS

### 1. Courtesy Hold

Students may request a Courtesy Hold for up to 72-hours on an available Student Residence room using the availability website, or through the Registration team, to decide whether they wish to proceed with a Booking.

The Courtesy Hold must be accepted by the Accommodation Department, and the student will receive an email confirming the hold.

If the Accommodation and/or Registration Department do not get confirmation from the student on the Booking after the set amount of time, the Courtesy Hold will automatically expire, resulting in a Room Release.

### 2. Confirmation

Students may request a Confirmation of an available Student Residence either through the availability website or through the Registration team.

A Confirmation may be issued with as little as two (2) days notice before a desired Check-in, subject to availability.

A Confirmation will become final when the Accommodation Department has received the full accommodation payment and confirmed flight/arrival details.

Please note that if the Accommodation Department does not receive the full accommodation payment and confirmed flight/arrival details by the stipulated deadline, the room will be released, as per the Room Release provisions.

Confirmation of a room, applies only to the originally scheduled Check-in/Check-out dates.

### 3. Final Confirmation

Following the stipulated deadlines for submitting confirmed flight/arrival details and full accommodation payment, students may receive the Final Confirmation of a Student Residence approximately 14-days before check-in.

This Final Confirmation will include all relevant accommodation details such as location address and contact information, accommodation description, and taxi transfer confirmation (if requested).

Final Confirmation of a room applies only to the originally scheduled Check-in/Check-out dates. If a check-in / out date revision is required, the Date Change policy applies.

## ADVANCED NOTICE BOOKINGS

### ADVANCED NOTICE BOOKINGS FOR STUDENT RESIDENCE

If a student wishes to make a Booking for a residence room with a check-in date that is **greater than 12-months** from the time of application, pricing and rooms may be subject to availability. Greystone Institute will provide a confirmation for these advanced bookings with the following caveats:

1. Greystone Institute reserves the right to change the residence location with a similar offering if that original residence is no longer under contract;
2. Greystone Institute reserves the right to amend and re-quote the original accommodation rate to account for any unusual annual increases that may have occurred;
3. If Greystone Institute changes the residence location or increases the quoted rate, Greystone Institute will give the student a minimum of 3-months notice prior to the check-in;
4. The student will have 10 business days to accept the revision or cancel without penalty, including refunding all accommodation fees and charges.

#### **PAYMENT**

Full payment arrangements of a Student Residence Booking is required twenty-eight (28) days prior to Check-in.

Failure to provide proof of payment by the stipulated dates may result in a Room Release. In the event that a student needs to change their originally scheduled Check-in and/or Check-out dates for any reason, the Date Change policy applies.

#### **CANCELLATION**

We understand that circumstances may arise where a student needs to cancel their Booking. The following cancellation provisions will determine the applicable timelines and charges that will apply to a cancelled Booking, which balance the need for the flexibility for the student with the commitments that Greystone Institute makes with student Residence providers.

##### **CANCELLATION BEFORE CHECK-IN (STUDENT RESIDENCE)**

###### **At least 28 days' notice of cancellation request**

If a student wishes to cancel a Student Residence Booking and they give us at least twenty-eight (28) days' notice before their Check-in date, they are entitled to a full refund of the paid accommodation charges, excluding the non-refundable Administration Fee.

Greystone Institute will refund the Administration Fee, providing the student provides evidence that the student visa has been refused. For all other cancellations, Greystone Institute will retain the Administration Fee.

**Less than 28 days' notice of cancellation request**

If a student wishes to cancel a student Residence Booking and they give us less than twenty-eight (28) days' notice before their Check-in date, they must pay up to four (4) weeks' accommodation fee, in addition to our Administration Fee (includes if a visa has been refused).

*\*EVO - Once the booking is confirmed, there is no possibility of refund before or after the arrival, whatever the reason may be.*

**CANCELLATION AFTER CHECK-IN (STUDENT RESIDENCE)**

If a student wishes to cancel or shorten a Student Residence Booking after Check-in:

- (i) Bookings up to four (4) weeks and six (6) days (total 34 days), no refund;
- (ii) Bookings more than 5 weeks (total 35 days), with four (4) weeks Written Notice, they will be entitled to a refund of the outstanding amount less our Administration Fee.

**CANCELLATION OF AIRPORT PICK-UP / DROP-OFF (AIRPORT TRANSFER)**

If a student wishes to cancel an Airport Pick-Up or Drop-Off request, they must give at least 48 hours written notice prior to Check-In.

If sufficient notice of the cancellation request is received, the student is entitled to 100% refund of the Airport Pick-Up / Drop-Off amount.

Failure to provide sufficient notice of the Airport Pick-Up / Drop-Off cancellation request will result in no refund.

**DATE CHANGE**

We understand that circumstances may arise where a student needs to change their Booking dates. The following Date Change provisions will determine the applicable timelines and charges that will apply to change a Booking, which balance the need for the flexibility for the student with the commitments that Greystone Institute makes with Student Residence providers.

**DATE CHANGE (STUDENT RESIDENCE)****At least 28 days' notice of Booking change prior to Check-in**

If a student wishes to make a change to a student Residence Booking (such as a new Check-in and/or Check-out date) and we receive at least twenty-eight (28) days' Written Notice of the change prior to Check-in, there will be no additional administration costs associated with the Booking (date changes are subject to availability).

**Less than 28 days' notice of Booking change prior to Check-in**

If a student wishes to make a change to a student Residence Booking (such as a new Check-in and/or Check-out date) that results in the room being unoccupied for part of the original booking dates, and we receive less than twenty-eight (28) days' Written Notice of the change prior to Check-in, then the student will incur an additional penalty fee.

If we cannot find another occupant to fill the unoccupied part of the Student Residence Booking, then the student must pay up to four (4) weeks for the gap period left unoccupied by the Date Change.

While we will make every effort to find another occupant to take the room, we cannot guarantee that a replacement will be found.

*Please note: If you make a Date Change for any reason, we cannot guarantee that a new date will be available for re-booking. In addition, if a new date is available, it may not be for your original accommodation choice and there may be a difference in fees.*

While we will make every effort to find another occupant to take the room, we cannot guarantee that a replacement will be found.

*Please note: If you make a Date Change for any reason, we cannot guarantee that a new date will be available for re-booking. In addition, if a new date is available, it may not be for your original accommodation choice and there may be a difference in fees.*

## EXTENSIONS

Students may make a request for an accommodation extension directly to the accommodation department or a student advisor.

All fees associated with an accommodation booking must be paid directly to ILSC.

Requests for an accommodation extension must be made at least three (3) weeks in advance of their check-out.

Extension requests are not guaranteed and are always subject to availability.

Last minute extension requests, (a request made less than 14 days prior to check-out), may attract a surcharge fee of \$150.

Accommodation fees may be different than originally invoiced and paid, and prices are subject to change at any time.

## REPLACEMENT

In the event that a student decides to change their Booking location to another Greystone Institute accommodation type after Check-in, upon approval from ILSC, there may be a Replacement Fee applied.

The student must submit a Written Notice for the request to change accommodation with at least two (2) weeks' notice.

## ROOM RELEASE

At least twenty-eight days (28) prior to Check-in for Student Residence, Students are required to pay the accommodation fees in full and provide the confirmed flight/arrival details in order to receive a Final Confirmation for their accommodation.

Failure to pay the fees in full and provide the confirmed flight/arrival details will result in a Room Release, with applicable Cancellation or Date Change penalties being applied. At least fourteen (14) days prior to Check-in for Homestay, Students are required to pay the accommodation fees in full and provide the confirmed flight/arrival details in order to receive a Final Confirmation for their accommodation. Failure to pay the fees in full and provide the confirmed flight/arrival details will result in a Room Release, with applicable Cancellation or Date Change penalties being applied. If a student is unable to arrive at their originally requested accommodation Check-in date for any reason and needs to change the dates, the Date Change provision applies. *Please note: We cannot guarantee that a future date will be available for re-booking. In addition, if a future date is available, it may not be for your original accommodation choice and there may be a difference in fees.*

#### MINIMUM NIGHTS BOOKING

Student Residence Bookings may have minimum stay durations, dependent on the study location and room type.

#### EXTRA NIGHT(S) BOOKING

Student Residence Bookings are charged on a weekly basis, and weekend (Saturdays or Sundays) Check-ins and Check-outs are standard.

This means that the student will be charged on a weekly basis for any weekend Check-in / Check-out date.



Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	1	2	3	4	5	6	
7	8	9	10	11	12	13	1
14	15	16	17	18	19	20	2
21	22	23	24	25	26	27	3
28	29	30	31				
				1	2	3	4
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
	1	2	3	4	5	6	
7	8	9	10	11	12	13	1
14	15	16	17	18	19	20	2
21	22	23	24	25	26	27	3
28	29	30	31				
				1	2	3	4
4	5	6	7	8	9	10	
11	12	13	14	15	16	17	
18	19	20	21	22	23	24	
25	26	27	28	29	30		

### Standard: Four-week Booking with weekend check-in / check-out on Saturday or Sunday


If the student would like to make a request for extra night(s) on either end of your Booking that fall(s) on a weekday, they must submit the request to the Accommodation Department for pre-approval.

If the Accommodation Department is able to accommodate the request and grants approval for extra nights, they will be charged a fixed daily rate per night.


Please note: Students must be studying at Greystone Institute for the entire duration of their Booking.

#### **Example: Non-standard Extra Night(s) Weekday Request**

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

 Upon pre-approval: Four-week Booking with two (2) extra night weekday request

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

 Upon pre-approval: Four-week Booking with three (3) extra night weekday request

## CHECK-IN / CHECK-OUT

### Check-In / Check-Out

Exact Check-in / Check-out times may vary depending on the accommodation type and campus location chosen.

The Check-in / Check-out times will be specifically mentioned in the final accommodation confirmation that the student receives prior to arrival.

### student Residence

Generally, Student Residence providers will be able to accommodate late Check-ins as a result of late arrivals of international flights.

The student might not receive a residence induction and/or tour until the following day due to a late Check-in the night before.

Students checking out of Student Residence must strictly follow the official Check-out time that is communicated to them. If a late Check-out is requested, the student may need to pay the Extra Night fee.

## STUDENT CODE OF CONDUCT

### 1. DURATION OF YOUR STUDENT RESIDENCE

#### 1.1 Student conduct:

(a) the student acknowledges that during their student Residence stay they are member of a shared student Residence community, and they agree to be courteous and respectfully at all times with other students and residence staff;

- (b) the student agrees to obey the student Residence Guidelines together with any additional rules and restriction which the student Residence may notify upon arrival;
- (c) the student agrees that as a member of a shared student community, they are required to keep common areas in the apartment clean at all times. This includes doing their own dishes and cleaning up after meals, doing periodic chores such as vacuuming, taking out the rubbish and other chores;
- (d) if Greystone Institute or the student Residence provider receive complaints about the cleanliness of the Student's shared apartment, or the Student's direct contributions in keeping it clean, they will receive two (2) written reminders of the obligations to keep it clean;
- (e) if the Student's contribution to the cleanliness of the shared apartment does not improve after the written reminders, at our discretion we may choose to charge an additional cleaning fee so that the common areas in the apartment may be cleaned;
- (f) from time to time, Greystone Institute and/or the student Residence provider may conduct apartment visits to inspect the cleanliness of the shared spaces; and in such cases, Greystone Institute and/or the student Residence provider will inform all residents of the visit in writing at least 24-hours in advance.

**1.2** The student has the right to privacy during your student Residence. This includes privacy in the bedroom and in the bathroom. If a student believes that they are not afforded privacy, they must contact Greystone Institute immediately.

**1.3** The student has the right to feel safe and secure during your stay in the student Residence. If a student believes that their safety and security is in danger at any time, they must contact Greystone Institute immediately.

**1.4** If at any time during the student Residence stay the student has any comments, questions or complaints about the student Residence or other members of the shared apartment, or any part of the student Residence, they should:

- (a) if they are comfortable discussing the issues with the student Residence staff, they should raise the concerns directly with them in the first instance;
- (b) if they have raised concerns with the student Residence staff and they believe these concerns have not been resolved, or they do not feel comfortable raising these concerns directly with the student Residence staff, they should contact us immediately.

**1.5** Where the student has made a complaint or comment to us about the other members of the shared apartment, and we agree that that best resolution to the concern is to relocate the student to another student Residence, we will use best efforts to arrange a new student Residence. **1.6** If the Student Residence asks us to remove the Student, we may (at our option) choose to relocate you to another student Residence or accommodation, additional fees may apply.

## **2. STUDENT RESIDENCE FEES AND PAYMENTS**

**2.1** The student must pay to us the fees in the amounts notified by us to you in writing from time to time. Fees payable by you are set out in our Student Residence Fees Schedule.

**2.2** Fees must be paid by the due date notified by us to you in writing and must be paid before we provide you with your sStudent Residence Booking confirmation.

**2.3** The student understands that any amounts payable to your Student Residence will be paid by us. You must not under any circumstances make a payment to the Student Residence directly.

**2.4** The student acknowledges that you may incur additional fees in the event you cause damage to your apartment, which must be promptly paid.

**2.5** From time to time we may review and update our Fees. If you have a Student Residence Booking at the time of a Fee change, we will provide you with notice of any changes to our Fees.

## **3. TERMINATION AND ROOM RELEASE**

When we may initiate a Room Release or termination of your Student Residence:

**3.1** We may release or terminate your Student Residence room immediately if:

- (a) the student has not arrived at your student Residence on the start date set out in your Student Residence Booking;
- (b) the student has not paid the fees by the due date notified to you in writing;
- (c) the student has not submitted your flight/arrival details within the stipulated timeframe;
- (d) the student has not been truthful in your student Residence Booking application;
- (e) the student has not omitted important information about yourself that would affect the other residents' interactions with you;
- (f) the student is no longer studying with us; or
- (g) The student violates the student Residence Guidelines or the rules and regulations of the student Residence.

**3.2** If we terminate the Student's Residence:

- (a) the Student's agreement with us to provide Student Residence Services will come to an end;
- (b) the student must leave the student Residence on the date we notify;
- (c) upon leaving the student Residence, the student must:
  - (i) leave the room in a neat and tidy condition; and
  - (ii) return all keys to the Student Residence.
- (d) we may, at our option, assist the student in finding alternative accommodation arrangements if requested. Additional fees may be payable in such instances.

**3.3** When the student may terminate the Student Residence: The student may request to terminate the student Residence agreement immediately if:

(a) Their physical safety is in danger; or  
(b) their wellbeing or mental health are impacted as a result of the other individuals in the Student Residence. In such a situation, the student should contact Greystone Institute immediately so that we may investigate the matter. If we determine that it is in the best interests of the student, we may choose to transfer or terminate the Booking.

#### **4. LIABILITY**

**4.1** To the maximum extent permitted by law, we exclude all warranties not expressly provided in this Agreement and we take no responsibility for and have no liability for any direct, indirect, incidental, special, consequential or exemplary damages which may be incurred by you in connection with the Student Residence Services.

**4.2** Subject to clause 12.1, any liability by us arising out of or in connection with this Agreement, however arising, including under contract, tort (excluding negligence or gross negligence), in equity, under statute or otherwise, will not exceed the Fees paid or payable by you.

**4.3** You expressly understand and agree that we, our affiliates, employees, agents, contributors and licensors shall not be liable to you for any direct, indirect, incidental, special consequential or exemplary damages which may be incurred by you, however caused.

**4.4** You indemnify us against all claims, demands, losses, liabilities, damages, actions, costs and expenses (including but not limited to all legal costs incurred in defending or settling any claims) of any kind, incurred by or imposed on us arising out of in connection with this Agreement.

#### **5. PRIVACY**

**5.1** We will always handle your personal information in accordance with our privacy policy. Our privacy policy can be found on our website: <https://www.ilsc.com/privacy-policy>.

#### **6. GENERAL**

**6.1** Notices: Any communication under this Agreement should be given or sent in writing and delivered to that party's nominated address by email.

**6.2** Modifications: We may modify the provision of this Agreement at any time provided that we give you not less than thirty (30) days written notice of those changes. This includes but is not limited to a modification to our fee schedules, our policies or our guidelines.

**6.3** Entire Agreement: This Agreement constitutes the entire agreement between you and us in respect of the Student Residence.

**6.4** Assignment: You cannot assign or transfer your rights or obligations under this Agreement without our prior written consent.

**6.5 Governing Law:** This Agreement will be governed by the laws of the state where the student resides in student Residence. The parties agree to submit to the non-exclusive jurisdiction of the Courts of that jurisdiction.

student One Wharf Street Conditions:

Conditions

- **\$XXX** Non-refundable Accommodations Placement Fee will be required at the time of booking to secure a bed.
- Minimum 4-week stay
- Full payment is required to Greystone Institute 30 days before check-in date.
- Available for students who are 18 years or older, as of their arrival date.
- Check-in: Saturday or Sunday from 3:00 pm.
- Check-out: Saturday or Sunday by 10:00 am.
- **\$xxx exit cleaning fee**
- S1 - Linen Pack includes: Bath Towel x 1, Face Washer x 1, Floor Mat x 1, Hand Towel x 1, Pillow x 1, Pillow Case x 1, Quilt x 1, Quilt Cover x 1, Fitted Sheet x 1, Flat Sheet x 1
- Airport pick-up (one way): \$xxx for Brisbane Airport OR \$xxx for Gold Coast (Optional)
- Room move requests must be made in writing and will be considered by ILSC. *Please note that room moves are not guaranteed, and will come at a cost.*
- **Prices valid until December XXXX relevant year added**

**6.6 No waiver:** The parties agree that any rights under this Agreement will only be waived if a party expressly waives their rights in writing to the other party.

**6.7 Enforceability:** If any part of this Agreement is found to be void or unenforceable by a court, that part shall be severed, and the rest of the Agreement shall remain in force.

## **STUDENT RESIDENCE GUIDELINES**

This guide sets out the types of things you can expect during your Student Residence stay. It provides you with information about what to expect while you are living in a student Residence and shared apartment. It is a condition of your Student Residence that you agree to act in accordance with the rules and guidelines.

### **1. Introduction**

Living in a Student Residence means that you are part of a student community, and you occupy shared space with other people.

### **2. Your Room**

The Student Residence will provide you with your own room that you can lock. Your room

will include a bed, a study desk, storage for clothing, and heating/cooling. You will also be provided with bed linen and your own towel.

### **3. Kitchens**

Your apartment will have a shared kitchen in the shared apartments, and a small kitchenette in the studio apartments. There may also be a larger communal kitchen available to you in the residence.

### **4. Bathrooms and Toilets**

Your room may have its own private bathroom. If you do not have a private bathroom, you will have a shared bathroom. You are responsible for keeping the bathroom clean. Toilet paper may be available in your bathroom, but you are responsible for providing your own during your stay. Toilets in Australia and Canada are pedestal sit-down toilets. Toilet paper should be disposed of in the toilet itself, not the rubbish bin. Males should lift the seat to urinate. Feminine hygiene products should be wrapped and placed in an appropriate rubbish bin (not the toilet). Water conservation is important to Australians and Canadians so please limit the amount of water you use. Showers should take no more than 5 to 7 minutes.

### **5. Cleaning**

You are responsible for keeping your own room, and the shared common areas of the apartment, clean at all times. This includes your own room and your ensuite bathroom (if available). If there is a shared bathroom in the apartment, you must coordinate the cleaning schedule with your housemates. There will be a vacuum, dust pan and broom, and mop available for you to use in the student residence. Cleaning products may be the apartment, but you and your housemates may need to buy these together as well. You may incur additional cleaning fees in the event that the common areas of the apartment are not maintained, and you have received at least two written warnings from ILSC.

### **6. Laundry**

Your Student Residence may have a laundry facility onsite for you to use. You will need to pay for your own laundry, and this is usually done with a digital payment card.

### **7. Meals**

You are responsible for buying and preparing your own meals while in Student Residence.

### **8. Talking**

to other members of the apartment Talking to other members of your shared apartment will help you to adjust to staying in a new country so make an effort to introduce yourself and ask them questions. If you spend a lot of time in your room, your housemates may think you do not like them or that you are unhappy. Spend some time each day talking, watching TV or doing household tasks together. Tell them about your culture and ask about theirs. This will help improve your English and make your Student Residence experience more enjoyable.

**9. Internet**

Your Student Residence will have free high-speed internet. You will receive the login details upon Check-in.

**10. Safety**

You must abide by the safety instructions you are given for inside and outside of your Student Residence. This includes travel safety, rules about pools, play equipment, bush and beach safety, personal security and internet safety.

**11. Transport**

The Student Residence staff will explain where the closest public transportation is located, and how to get to school. You need to pay your own transport costs.