

Conferences & Events

Terms & Conditions

Accommodation for individual guests

Booking process

The Women's College accommodation booking will be held tentatively until full payment has been made within seven (7) days. Once payment has been received the booking will be confirmed. The College reserves the right to rebook the room should payment not be received within the allocated time.

Once payment is made, our team will send a Booking Confirmation confirming all the details of your reservation.

Please see our cancellation policy below.

Check-in and check-out

Check-in time is 2:00pm. The name of the booking (or nominee) must be the person checking in. Standard check-out time is 10:00 am. Early check-in and late check-outs are available upon availability.

Room Key (Fobs)

- Room keys (fobs) are issued to the registered guest(s) on arrival.
- On check-out, all keys (fobs) issued must be returned. Keys (fobs) not returned will attract a \$20 fee to cover the replacement and reconfiguration of the lock system.
- If the reception desk is unattended, please return the fob into the chute, which is allocated on the left-hand side wall of the Reception Desk.

Mealtimes

All meals are served in the Dining Hall. All meals except Formal Dinner are casual. No sleepwear is allowed, and footwear must be worn at all times.

Meal	Time and days
Breakfast	7:00am to 9:00am, Monday to Saturday
Lunch	12:00pm to 2:00pm, Monday to Saturday
Dinner	5:00pm to 6:30pm, Monday to Sunday
Brunch	7:00am to 2:00pm, Sunday

Child Policy

Children of all ages are welcome.

As the parent, guardian or chaperon of children, you are personally and legally responsible for and must always

supervise them. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the College unsupervised.

Children 12 and under stay free on existing bedding when sharing a room with an adult. Maximum room capacity must be followed. Additional bedding can be supplied at an additional fee. Ages of children will be determined from the date at which accommodation commenced.

Unaccompanied minors

All guests under the age of 18 must be accompanied by a parent /guardian. The property has the right to refuse any booking, when the legal guardian over 18 cannot provide current photo ID, when requested on check-in.

Additional bedding

A limited number of mattress beds and portable cots are available upon request. Availability is on a first come, first served basis. The charge is \$30.00 each per night for an extra bed. Maximum capacity of porta-cot or rollaway bed is one (1) per room.

Damage to mattress and bedding

Damage to mattresses and linen, including towels, mattress protectors, sheets, bedspreads or blankets resulting from the use of body oils, make-up, shoe-polish, etc, will result in a charge for the special cleaning, repair, or replacement of the damaged article.

Housekeeping

Housekeeping provides all linen and towels between the hours of 9:00am to 2:00pm. Housekeeping may start as early as 8:00am. Rooms are cleaned once a week; guests receive fresh towels every second day for guests who stay more than two (2) nights at a time.

Laundry and ironing facilities

A laundry is located on the ground floor of your accommodation wing. The washing machines are not coin-operated and only paid by mobile via Ezy Washed App. The cost is \$2.00 per load and instructions to download the app are located in the laundry. An outdoor line is provided and there is a clothes airer in the apartment, as well as pegs, washing powder and a laundry basket. Please note the washing or drying time takes approximately 45 minutes each with machines able to be used between 7:00am – 9:00pm.

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Fire safety

The College is fully equipped with smoke detectors. Emergency evacuation plans are on the back of door in each guest room. Please take the time to review this important information. Due to fire regulations, Management must be aware of the number of guests in rooms. Should the Fire Alarm be activated, the cost of Emergency Services (Queensland Fire Services) attending will be charged to the guest responsible for the activation.

Smoking

Smoking is not permitted on any UQ campus or recognised site. This includes the use of electronic cigarettes, vapour (vape) pens or other devices.

Guests failing to comply will be charged a cleaning fee and may be evicted with no refunds (see Fees Chargeable to Guests section).

Candles, incense and essential oils

Candles, incense and essential oils (diffusing, vaporising, etc) are prohibited.

Guests failing to comply will be charged a cleaning fee and may be evicted with no refunds (see Fees Chargeable to Guests section).

Lost and found

The Women's College assumes no liability for lost, misplaced, stolen or damaged valuables or belongings. If you discover that you have left something behind of value to you, please call us immediately on (07) 3377 4500 and we will try to assist you in locating your lost item.

Wellness centre/gym:

The Women's College Gym (Wellness Centre) is only available to Women's students.

For further information regarding the use of the University Gym, please see the College office staff.

Wi-Fi access

Wi-fi is available throughout the College.

Please see reception for the login details.

If you are experiencing any issues with accessing the network, please contact The Women's College Administration team on (07) 3377 4500.

Payment details

Payment can be made online by credit card (MasterCard or Visa; American Express, Diners and Bankcard ARE NOT accepted), or by direct bank transfer. Please see your invoice for all payment details.

Fees and charges

Please note a booking fee of \$20.00 per booking applies to all bookings.

Mastercard Credit (1.06%); Visa Credit (0.71%); Mastercard Debit (0.30%); Visa Debit (0.49%).

Fees chargeable – are not limited to

- Smoking in rooms – \$300.00 cleaning fee will be charged.
- Room degradation (such as vomit or liquid spillage) a \$500 cleaning fee will be charged, any professional floor cleaning charges required plus a daily room tariff equal to the daily tariff that we would charge if the room was available to be let or any other rate that may be agreed to by the management, in accordance with business demand on the day, until the accommodation room has been returned to its original condition.
- Cost of repair or replacement will incur applicable fee depending on the damage.

Cancellation policy

All cancellations must be received in writing. The following cancellation charges will be levied on all bookings cancelled.

Notice given prior to arrival date	Cancellation charge
30+ days	25%
15 – 29 days	50%
0 – 14 days	100%

In addition, a cancellation administration fee of \$25.00 will be charged for any booking cancellation once full payment has been received plus credit fees if paid by a credit card.

No shows/failure to cancel

No show bookings will have the arrival date changed to the following date. The departure date will not be changed.

If a booking continues to be a no show after the second night, the booking will be cancelled, the room released, and the full room fee applied according to the dates booked.

Carparks

Car parking spaces are available at the College for guests staying at the College. Guests can apply in writing with reasons for requesting a car park and will be offered if spaces are available.

You agree that your use of the College Car Park is at your own risk, we do not accept any responsibility for and have no liability for any injury, death, theft, loss or damage whether to person or property (including your Vehicle) You are liable for any loss or damage caused by you or your Vehicle to the Car Park or any person or property in the Car Park including, but not limited to, any damaged cause by oil or any other substances which from your Vehicle.