



# HALLS OF RESIDENCE

Terms & Conditions

Student Handbook

2019

*Welcome,*

We would like to congratulate you on your acceptance into QRC Lodge and your decision to study at the Queenstown Resort College. This is an exciting time in your life and a real stepping stone towards your future career path.

We trust that you will have a fantastic time with us and we look forward to meeting you and playing a big part in your QRC experience. The Lodge is a special place and our residents thoroughly and heartily enjoy life here, we blend accommodation, recreation, social activities and dining into a vibrant and dynamic community.

This handbook provides information about your accommodation contract and the facilities on offer at QRC Lodge; it also outlines the basic rules and guidelines that are necessary for its smooth running. Remember that all of our residents have the right to live, study and socialise without undue interruption. We encourage you to familiarise yourself with the information in this booklet and please do not hesitate to approach us if you have questions or concerns while in residence.

**Once again welcome to QRC Lodge; we are sure that some of the friendships that you will make here will be lifelong.**

***Adrienne & Dennis Mace – Lodge Managers***

## **ACCOMMODATION CONTRACT**

Applicants accepted for admission as residents at **QRC Lodge** are required to sign the **Accommodation Contract** binding them to comply with the **General Conditions of Residence the Contract Payment Schedule** and the **QRC Lodge Terms & Conditions of Residence** as outlined in this document.

### **I. Acceptance of Offer**

- a) The resident has been offered a place in QRC Lodge for the 2019 academic year. When signing the Accommodation Contract, the resident acknowledges that they have read and fully understood the General Conditions of Residence the Contract Payment Schedule and the QRC Lodge Terms & Conditions of Residence. The accommodation package provided by QRC Lodge is for 6 months.
- b) The Deposit as outlined in the Offer of Place/Invoice is required to confirm the resident's acceptance of a place at QRC Lodge.
- c) The resident agrees to abide by the regulations set out in the QRC Lodge Terms & Conditions of Residence.

## **II. College/Resident Fees**

- a) Any person accepting residence by the signing of the Accommodation Contract is bound to pay full residential College fees for 6 months starting on the first day of Orientation [See section vi. for 2019 accommodation dates]. Payments are to be made in accordance with the Contract Payment Schedule and the payment option selected.
- b) Upon acceptance of placement at QRC Lodge, an account will be created for the resident. Charges of College fees, sundries etc will be charged to the students account. Copies of invoices and monthly statements can be obtained from the College or through the Student Management System (WiseNET).
- c) The residential package covers rent, power/gas allocations, data allowance, 7 breakfasts & 5 dinners. There is no refund for any meals not taken by the student or overnight absences from their room during this time.

## **III. Non-Payment of Fees**

- a) Each instalment as outlined in the Contract Payment Schedule must be paid within one week of the due date shown.
- b) If, for any reason the resident is unable to meet payments by the due date, the resident must discuss this with the Accounts Manager prior to the payment defaulting. Failure to do this or meet fee payments by the due date will incur a penalty of \$50.00 on the arrears to be charged to the residents account.
- c) Default of payment of fees in excess of an amount equivalent to four weeks may result in termination of the Accommodation Agreement and residency at QRC Lodge. Any additional charges or costs incurred in the collection of such fees including dishonour fees, agency fees, court costs and disbursements, and reasonable solicitor fees regardless of judgement will be the responsibility of the defaulting party.
- d) Any resident who defaults in the payment of College/Resident fees and/or charges incurred by the resident/student will have examination results/academic transcripts withheld by the College and only when all debts owed to the College have been paid in full, will examination results/academic transcripts be released.
- e) Rebates and/or refunds for College/Residents fees will be credited directly to the residents account.

## **IV. Re-admissions/Period/Coverage of Resident Fees**

- a) In the event that a resident decides to leave QRC Lodge prior to the completion of their contract no rebate or refund shall be payable.
- b) It should be emphasized that fees include 7 breakfasts and 5 dinners Sunday to Thursday per week.
  - Breakfast served Monday – Friday 7.00 – 8.00am, Saturday & Sunday 9.00 – 10.00 am
  - Dinner served Sunday – Thursday 6.00 – 7.00pm

- c) There is a one/two week break in the middle of each term. All residents who leave the college during the term breaks must hand in their room key to the Lodge Managers and complete and sign the Check-Out Register upon leaving the Lodge and Check-In upon their return to the Lodge. For those leaving permanently they need to return the key and complete and sign the Check-Out Register. Any resident who does not do so will be charged \$50.00 for a replacement key.
- d) During any term holiday a food rebate will **only apply if the kitchen is closed**. This will be set at \$100 a week.
- e) The College reserves the right not to enter into an Agreement with a resident for residence at QRC Lodge.

V. **Withdrawals**

- a) This contract is in respect of residence for the period shown below, detailing the dates charged for each intake. No refund or reduction of those fees is available in respect of any period of the resident's absence from the Lodge.
- b) In the event of early termination of the agreement (other than where the College is satisfied that the resident's state of mental or physical health makes termination appropriate having regard to the interests of the resident or the College community, this is at the discretion of the Student Relations Manager), the resident is liable for the full costs unless the ability to fill the vacancy can be arranged.
- c) Upon withdrawal, and after checking out of the Lodge, the resident forgoes all rights and access to the accommodation facility.
- d) Management reserves the right to relocate students within QRC Lodge to facilitate its smooth running.

VI. **2019 Accommodation Dates**

The following dates will be invoiced for each enrolment stream:

**January Intake**

Sunday 6<sup>th</sup> January - Tuesday 25<sup>th</sup> June

**April Intake**

Wednesday 3<sup>rd</sup> April – Tuesday 24<sup>th</sup> September

**July Intake**

Wednesday 3<sup>rd</sup> July - Tuesday 17<sup>th</sup> December

**October Intake**

Wednesday 2<sup>nd</sup> October - Tuesday 24<sup>th</sup> March 2020

## **QRC Lodge Regulations**

QRC Lodge was established to provide favourable living conditions for study and to provide an environment to promote development of a secure, enjoyable and worthwhile community life. To achieve these ends, the College/Lodge has the following regulations in place to ensure that the safety and rights of fellow residents and staff are protected at all times. The College takes these matters seriously and will fully investigate any breaches in a fair and prompt manner and, where necessary, take appropriate action. Management staff have the authority to enter your room at any time should this be needed for health or discipline reasons. They will respect your space and always knock first. A security company is also employed to monitor the Lodge and grounds.

The rules that apply to QRC Lodge are consistent with those at other tertiary institutions around the country and have been developed based on many years of combined experience managing students. The underlying principle is consideration for others, particularly with regard to noise levels.

### **I. Disciplinary Fines**

The Lodge Managers have authority to impose disciplinary fines. The Residential Assistants [RA's] and residents can report incidents to the Lodge Managers which may result in the imposition of a fine on you.

If you are issued with a fine, you are expected to pay within 24 hours after receiving the fine, unless some other arrangement is made with the Lodge Managers. If you believe that you have been unfairly treated you can write to the Lodge Managers or the SRM to make an appeal.

\*Fines issued are progressive, and will increase by \$10 for any subsequent breach, i.e. first noise fine issued is \$30, second \$40, and third \$50.

### **II. Study Hours**

Study hours are observed, throughout the Lodge, from 7.30pm until 8.00am, however residents should avoid disturbing others who are studying at all times. Designated study areas are provided.

### **III. Guests**

Guests are restricted to one only per student and only for single room occupants for up to two nights. The permission of the Lodge Managers or Student Relations Manager is required if there are to be any different arrangements.

**Overnight guests charge is \$20.00 per person per night, this does not include food.**

Any resident wishing to have a guest stay must complete the application form a week in advance. Failure to inform staff of a guest will result in an overnight charge of \$50.00, which will be charged to the resident's account. Host residents are responsible for the behaviour of their guest at all times and must accompany them at all times. Behaviour must comply with the Terms & Conditions of Residence.

#### IV. Visitors

Residents may entertain their visitors up to 10.00pm, after this time, residents are not permitted to have visitors on QRC Lodge premises without the prior permission of the Lodge Managers.

#### V. Alcohol

The sensible use of alcohol is officially accepted at QRC Lodge, **but any departure from moderation will be regarded as unacceptable.** Any alcohol consumption must be in a civilized and controlled manner so that the rights of others are not compromised and personal health and safety is ensured.

QRC Lodge has set down the following guidelines / restrictions around alcohol use at the Lodge

- Consumption of Alcohol is **not permitted in or around the Lodge before 12:00 noon or after 10:00pm.** The only exception to this would be when Lodge organised events are taking place.
- The following alcohol is permitted; beer in bottles or cans, wine in bottles only, RTD's in cans or bottles only. **No kegs, tall bottles, crates, goon sacks, boxed wine or boxed alcohol of any description.**
- Alcohol needs to be in its original container, ie not poured into Pump Bottles, Coke Bottles etc.
- **Spirits & Liqueurs are also not permitted,** if found in your possession they will be confiscated by the Lodge Managers and a fine will be imposed.
- Funnels and drinking games are strictly prohibited. Along with any crates, kegs and goon sacks. These are not consistent with the requirement of a moderate amount of alcohol.
- No Alcohol is to be consumed in the TV Lounge, Bedrooms or Hallway Corridors.
- **A "Dry Week"** or Alcohol Free Period will be enforced during exam week. During this week you may not consume alcohol in any part of the Lodge.
- The Managers have the right to impose an alcohol ban to individuals or for the whole Lodge at any time, without warning and at their discretion. Offensive behaviour and damage to property are the most likely reasons that a ban would be imposed.

Over indulgence of alcohol and any related anti-social behaviour will be treated by the Lodge Managers/Security staff as a serious breach of the Terms & Conditions of Residence and may lead to suspension from the College, or residence may be terminated. Lodge/College or Security staff reserve the right to confiscate any alcohol in excess of permitted quantities and alcohol being consumed in non-designated areas. This is to protect the safety of students and QRC property.

## VI. Drugs

Except in the case of medical prescription the use of drugs is banned on all QRC College/Lodge premises. This includes marijuana which is an illegal substance in New Zealand.

You may not possess, cultivate, use and or distribute any non-prescribed or illegal drugs.

QRC reserves the right to conduct a random drug search if deemed necessary of The Lodge premises and guests rooms, which may be done in conjunction with the Queenstown Police.

If you are discovered possessing, using or selling such substances you may be evicted within 24 hours and may face Police prosecution.

In such cases you will remain liable for all fees for the term of your residential contract.

## VII. Smoking

QRC Lodge & College buildings are all 100% smoke free. In keeping with the College's regulations regarding smoking, **under no circumstances are residents allowed to smoke inside any building.** Included in this, is the use of Vapours and e cigarettes. Due to the risk of fire, the burning of candles and incense is also strictly forbidden within your rooms or Lodge premises.

## VIII. Noise/Disruption

No gatherings of more than five people are to be held in bedrooms. Students must always be aware to respect their neighbours right to study & sleep. **There is to be NO noise in the hallway corridors after 10:00pm.** Any resident caught making excess noise in the corridors will be subject to an instant \$30 fine. *\*see note re disciplinary fines.*

Residents using stereos, televisions, computers and other such equipment should ensure that the volume is at a level that does not disturb residents in neighbouring rooms. Residents may be required by the Lodge to use headphones should noise be a problem. Where a resident has not complied with the above requirement, they may be required as a condition of remaining at the Lodge to remove the stereo or other item from QRC Lodge.

## IX. Fire Equipment

Misuse of Fire Equipment will result in a \$1,200 fine, full costs to NZ Fire Service and possible dismissal.

Should you be found to have an unauthorized heater or any electrical appliance in your room that results in the smoke detector being activated, you will be liable for any fire service call out.

## X. Damage

Residents are responsible for any damage to their room. Any resident who damages College/Lodge property will be expected to pay the full cost of repair or replacement and this will be charged against their account.

Graffiti – Decoration of walls or furniture with graffiti or any other material of any description is not permitted. Posters/photos on the walls must be applied by blue tack. Any damage to the walls will be charged back to the resident.

Damage to Lodge property should be reported immediately to staff, this includes any accidental damage. If you admit to causing any accidental damage we will endeavour to keep any remedial costs to a minimum.

If the damage is considered wilful then the Accommodation Contract may be terminated and the resident may be asked to leave the Lodge. Where responsibility for damage cannot be ascertained, the College reserves the right to apportion the cost of replacement or repair among all residents. This will be charged against the \$500.00 bond.

Where it is found that Dining Room equipment such as cutlery, crockery etc has been depleted; the College reserves the right to apportion the cost of replacement among all residents. This will be charged against the \$500.00 bond.

### Example of Replacement Costs Charged

Lost Key	\$50
Mattress	King Single \$450 Queen \$600
Mattress Protector	\$20
Pillow including protector	\$30
Duvet Inners	\$100
Bed	\$800
Study Chair	\$135
Study Desk	\$130
Curtains	\$100
Cleaning Fee	\$50 +
Carpet Cleaning	As per quote
Broken Window	As per quote



## XI. **Suspension**

Non-observance of, or refusal to accept, or failure to comply with the Terms & Conditions of Residence may result in or render a resident liable to suspension from residence. Prior to the implementing of any suspension a resident will be advised or warned if his/her conduct or behaviour is unacceptable, and why. In some minor circumstances the resident may be given 2 written warnings prior to being suspended. Any advice, request or warning given to a resident by the Lodge Management, SRM or RA's about his/her conduct or behaviour is official. A resident may appeal his/her suspension in writing to the SRM.

## XII. **Dismissal**

Serious breach of the Terms & Conditions of Residence, or serious misbehaviour may lead to instant dismissal. **In such cases you will remain liable for all fees for the term of your residential contract.**

To appeal a decision please do so in writing to the SRM, if you are not satisfied with the outcome you can appeal to the CEO who has the right to make the final decision.

### **Incidents Leading to Dismissal from the College/Lodge**

Breaches in any of the following rules will result in the resident being asked to leave the Lodge immediately. This list is not to be considered exhaustive, any behaviour or actions that the Lodge Managers believe warrants instant dismissal from the Lodge will be acted upon accordingly.

- NO DRUGS of any kind are permitted within the College/Lodge. Possession or use/storage of illegal drugs or possession of equipment associated with illegal drugs within the College/Lodge.
- Assault, producing a weapon or any threatening behaviour towards a fellow resident or staff member.
- Any other behaviour that impacts upon the safety or rights of yourself, other residents or staff, may also result in the resident(s) responsible being asked to leave the Lodge immediately.
- Theft of property from a fellow resident or from within the Lodge.
- The unauthorised entry of a fellow resident's room may result in dismissal.
- Under no circumstances are fireworks, firearms or weapons permitted within the Lodge or in the immediate precincts of the Lodge, including the grounds. This is to prevent fire and personal injury.
- Serious deliberate damage to the Lodge property will lead to instant dismissal.
- Accessing or being on the roof of the Lodge at any time, the only exception is during an emergency evacuation when no other means of escape is available.
- Any deliberate tampering with fire safety equipment.

## **QRC Lodge General Information**

The Lodge has a number of administrative requirements; the most important are as follows:

### **I. Room Allocation**

Rooms are allocated at the beginning of each term by the Lodge Managers/SRM and may not be changed without their authority.

### **II. Keys**

Each resident is required to sign for a set of keys on arrival. Key sets must be returned to the Reception at the Lodge before departure at the end of each term. Failure to return the key sets at these times will result in a penalty of \$50.00. Loss of sets of keys will result in a replacement charge of \$50.00.

### **III. Room Care**

Residents are required to keep their rooms to the standard of tidiness required at QRC Lodge. Room Inspections are conducted on a monthly basis, with at least 24hours notice given. Should you wish to be present please notify the Lodge Managers prior to any inspection taking place. In addition to maintaining and cleaning of their own rooms, residents must also show respect, tidiness and cleanliness for all communal areas of the Lodge. Residents are responsible for the care and safety both of the Lodge and of their personal property in their rooms. (You are strongly advised to lock your room door when you are not occupying it).

### **IV. Internet Access**

QRC Lodge is wireless networked; **every resident is given 30GB of data allowance which rolls over each month.** Additional data may be purchased by the way of top up cards available at the Lodge reception.

### **V. Insurance**

Please note we advise residents to arrange a Personal Effects insurance cover prior to arriving in Queenstown.

The cost of repair other than normal wear & tear in individual rooms will be charged to the occupant. Problems/concerns regarding the room should be referred to the Lodge Managers.

### **VI. Health**

Any injury or illness must be reported to the Lodge Managers or in their absence the SRM, who will arrange appropriate treatment and provision of meals, care and attention.

If staff are concerned that a resident's state of health is a threat to that person's safety or to the safety of others, then the College/Lodge may require an appropriate Health Professional to evaluate the person concerned. The College/Lodge may require that the person is not in residence until such a threat to their safety or the safety of others is removed. This will be at the residents own cost.

## VII. Emergency Evacuation

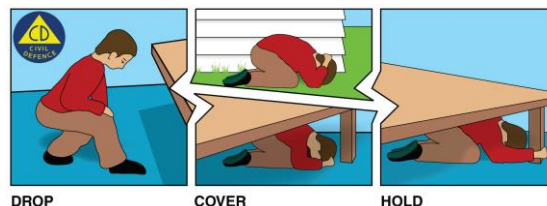
The evacuation alarm is the continuous sounding of sirens. Upon hearing the alarm The Lodge emergency evacuation procedure is as follows:

- Immediately leave the building via your nearest exit.
- Do Not attempt to gather your personal belongings.
- Turn off any power for electrical equipment if you can do so without delay.
- Close your bedroom door and windows.
- **The assembly point is either the top car park out by Sainsbury Road or the lower car park next to the tennis court, depending on where you are located in the building.**
- The Lodge appoints designated fire and evacuation wardens, in the event of an emergency their instructions are to be followed immediately and without question.
- Do not return to the building until the all clear has been given.
- You must always treat the sounding of an alarm as a real emergency and follow the evacuation procedure. If you are found ignoring emergency alarms, or using routes not designated as emergency exits, you may be disciplined.

## VIII. QRC Lodge Earthquake Procedure

**When the shaking starts, the best advice is still to Drop, Cover and Hold.**

*Standard advice in New Zealand for what to do in an earthquake is to drop, take cover under a sturdy piece of furniture, and hold on, or shelter against an interior wall away from windows, bookcases etc. This is the recommendation from the Director of Civil Defence Emergency Management.*



### During an earthquake

- Move no more than a few steps to a safe place, drop, cover, and hold on.
- Do not attempt to run outside.
- If outside, move no more than a few steps to a safe place, drop, cover, and hold.

### After an earthquake

- Expect aftershocks and help those around you if you can.
- Report injuries or fires to the Wardens / Lodge Managers.
- If there are signs of serious damage to the building, The Lodge Managers and Wardens will instruct everyone to leave the building and go to the assembly areas to wait for further instruction.
- Listen to the radio for advice and information from Civil Defence.

## **IX. Laundry**

Coin operated washing machines and dryers are available along with clothes lines, a drying room and ironing facilities. The cost for the machines is \$2 per cycle. Residents are responsible for their own personal laundry and are to provide their own washing powder and laundry basket. Laundry is not to be dried in the hallways or common areas inside the Lodge.

All bed linen, pillows, personal towels and bath mats are to be provided and laundered by the resident. Mattress protectors are provided by the lodge.

## **X. Electrical Appliances**

Residents are responsible for the care and attention of the heaters supplied by the Lodge in their room. No other heaters are to be used in QRC Lodge. Toasters, rice cookers etc are **NOT** to be used in the bedrooms.

As part of QRC Lodge Health & Safety liability regulations, any electrical equipment brought into the Lodge needs to be checked by the Lodge Managers to validate safety, whether it is newly purchased or used.

## **XI. Power**

Every student is given a power allowance each month that is more than adequate, if you exceed this limit then you may be charged the difference. Each room is on an individual meter and students are encouraged to take ownership over their power consumption.

## **XII. Firearms, Weapons & Fireworks**

Any weapon, firearm, firework or explosive are totally prohibited within the buildings and grounds of QRC Lodge. Included in this total ban are hunting knives, swords, air pistols, air rifles, b-b guns, gas powered pistols, gas powered rifles and dart guns of any description.

## **XIII. Vehicles**

Because parking space is limited in the grounds and is issued on a first come first served basis, residents may be required to park vehicles in the adjacent streets. Parking therefore is their responsibility. Residents who have a car at the Lodge must inform the Lodge Managers of the registration number. If your vehicle is being parked at the Lodge during the holidays, your keys must be left at the office.

## **XIV. Bicycles**

Bicycles must be kept in the storage provided, in consultation with the Lodge Managers.

#### **XV. Animals**

No pets may be kept on the Lodge premises. This means no cats, dogs, rats, mice, rabbits, guinea pigs etc, however you are allowed goldfish in a proper fish bowl.

#### **XVI. Dining Room**

Dress worn in the dining room is expected to conform to "acceptable standards", eg. Sports gear such as singlets, pyjamas, hats etc are not acceptable. **It is a Health Department ruling that footwear must be worn in the dining areas.**

Meals, food, cutlery, crockery etc. may not be taken from the Dining Room except with the permission of the Lodge Managers or the Lodge Chef.

#### **XVII. Lost Property**

Any items of clothing or personal affects left in the common areas of the Lodge will be taken to the lost property which is held at the Lodge Reception. All lost property that is not claimed by the end of term will be donated to charity.

#### **XVIII. Staff**

The Lodge Managers are responsible to QRC for the control and conduct of QRC Lodge and has full authority in all matters relating to the efficient running of the Lodge.

Residential Assistants are students residing in QRC Lodge. The RA's are always available to the students to help informally. First term residents may find the RA's helpful at the beginning of each term with general information on how to settle in, the RA's are interested in and responsible for the social cohesion of the Lodge and for keeping noise and behaviour to a suitable standard.

The Lodge Managers are available, as are the RA's and SRM to all residents for advice and consultation.

All residents must acknowledge the rights of their fellow residents to able to work in relative peace and quiet.

Unfortunately, the over indulgence of alcohol by some students at the Lodge can and does lead to unhappy consequences. It is only fair to say now, before you accept the offer of residence at QRC Lodge that the abuse of alcohol by any student while in residence at QRC Lodge will be regarded as unacceptable. Inevitably, if and when someone continues a second or third time to be immoderate in their drinking habits, this action will lead to the certainty of them being required to withdraw from residence.

## IMPORTANT TELEPHONE NUMBERS

**Emergency**

**Dial 111**

<b>Lodge Managers</b>	<b>021 933 536</b>
<b>QRC Lodge</b>	<b>442 7107</b>
<b>Absent [Off Sick]</b>	<b>Text 021 942 924</b>
<b>QRC [The College]</b>	<b>409 0500</b>
<b>Police</b>	<b>441 1600</b>
<b>Medical centre</b>	<b>441 0500</b>
<b>Hospital</b>	<b>441 0015</b>

## USEFUL QUEENSTOWN NUMBERS

Post office	442 7670
Queenstown Taxis	450 3000
Library	441 0600
Cinema	442 9990
Swimming pool	450 9005
Ice skating	441 8000
Ten pin bowling	409 2135
Ferg burger	441 1232

## QRC PAYMENTS REQUIRED PRIOR TO ARRIVAL

Entry Fees	First time Resident	Returning Resident	Refundable Yes/No	Refund Eligibility
<b>Bond</b>	\$500	Transferred	Yes*	Fully refundable at the end of your accommodation contract (Room has been checked & all payments received) <i>*Unless withdrawn prior to course commencement</i>
<b>Accommodation Placement Fee</b>	\$200	Nil	No*	Non Refundable <i>*Unless withdrawn prior to course commencement</i>
<b>Airport Transfer (International students only)</b>	\$35 Optional	\$35 Optional	No*	Non Refundable <i>*Unless withdrawn prior to course commencement</i>

*\*The QRC Refund Policy is outlined in Section 5 of the Terms & Conditions – Admission & Application Form*

## QRC LODGE ACCOMMODATION FEE SCHEDULE

Please note: Rates are inclusive of GST at 15% and may be subject to change.

<b>Single Standard 1</b> Lake view, single room with ensuite and either Queen or Full King Size Bed.	<b>\$380 per week</b> Payable fortnightly in advance by Automatic Payment
<b>Single Standard 2</b> Single room with ensuite & King Single Bed	<b>\$353 per week</b> Payable fortnightly in advance by Automatic Payment
<b>Twin Share</b> Shared room with ensuite & King Single Bed	<b>\$293 per week</b> Payable fortnightly in advance by Automatic Payment

*Please note that your Accommodation Contract at QRC Lodge is for 6 months (terms 1 & 2)*