WYNDHAM
Surfers Paradise

Room #

GENERAL HOUSE RULES 2026

Each room requires someone of legal age to witness and sign (18 years or greater). This person will assume responsibilities for, but not limited to, any damage, loss or other to Resort asset, property, fixture or fitting by way of signing Resort House Rules upon arrival. If no occupant of the room is over 18 years, a legal guardian must be present when checking in. Failure to comply will result in guests not being able to check in, and accommodation payments being forfeited in line with our cancellation policy.

1. All registered guests of Wyndham Surfers Paradise agree to abide by the House Rules as follows:

- Accept full financial responsibility for any damage caused to allocated apartment and its contents.
- Agree that registered guests take full responsibility for the actions of any visitors, including damage caused to apartments or public areas and the rectification of such damages. No visitors are allowed into the property at any time.
- Wyndham Surfers Paradise follows all conditions outlined in the Inn-Keeper Liability Act of 2001.
- All guests will be asked to supply photo ID for hotel records/ verification upon arrival.
- All guests will be required to read and sign a copy of the House Rules. All guests will agree to be bound by these rules during their stay at Wyndham Surfers Paradise.
- Parties are strictly prohibited at any time.
- Any non-registered visitors will be escorted immediately off the property.
- Wyndham Surfers Paradise reserves the right to refuse entry to any visitors.

2. Registered guests will respect privacy and comfort of other guests by ensuring that:

- Acceptable and appropriate noise levels to be maintained at all times. Noise restrictions commence from 10pm.
- They will not disturb any other guests directly or indirectly for any reason.
- Under no circumstances will any yelling from balconies or windows be permitted.
- Physical or verbal assault/abuse on other guests, hotel staff, residents or members of the public on hotel premises will result in immediate eviction.
- Any warnings given by management for noise levels will be a first and final warning. If noise continues to be an issue after this warning, guests in question may be evicted with no refund of accommodation.

3. Abide by the following safety regulations

- No glass bottles allowed in the premises at all times.
- Careless and/or deliberate activation of Resort Fire Alarm System, (including but not limited to in-room alarms, corridor manual call points, fire hoses, extinguishers and sprinkler systems) will automatically incur a **$1800.00 fee** to be paid immediately by registered guests. This is a Queensland Fire Service charge.
- Under NO circumstances are any items to be hung, thrown or dropped from the balconies or windows.
- No use or projection of laser lights or pens will be permitted from apartment interior, balconies or windows.
- No climbing over or hanging from balconies or windows.
- No signs to be hung or displayed from apartment interior, balconies or windows.
- Pool and spa rules are to be followed stringently at all times.
- A breach of any of the mentioned safety regulations will result in eviction of the guests in question.
- Throwing of projectiles and / or objects from balconies may lead to a criminal offence, which may be prosecutable by law & may result in imprisonment.

4. Wyndham Surfers Paradise is a licensed premise and abides by all statutory regulations outlined by the Liquor Act which includes responsible service of alcohol. This will include, but not be limited to the following conditions:

- Alcohol will be confiscated from anyone under 18 years of age. This will include alcohol being provided to guests who are under the age of 18 year of age, or alcohol being consumed in Public Areas (licensed or un-licensed).
- No alcohol is to be consumed outside of licensed Hotel outlets.
- No alcohol is to be consumed in the hotel lobby or lifts.
- Proof of legal age will be required for purchase of alcohol in Hotel licensed outlets.
- The consumption of illegal substances (which includes alcohol for those under the age of 18 years of age) is not permitted under any circumstances anywhere in the Hotel.

5. Maintenance of original condition of Resort asset.

- All guests agree to ensure the allocated apartment is returned in the same condition as at time of initial occupation. In the event this is not the case the registered guest will bear the expense of appropriate rectification as deemed by the Hotel.
- Any damage or breakages MUST be reported immediately.
- Apartments may be checked therefore apartments are expected to be kept tidy and presentable at all times.
- Crockery, utensils and furniture must NOT be taken from one apartment to another. Guests will be charged if there is inventory missing from their apartment.
- Any additional housekeeping services incur a mandatory additional charge.
- As we promote a pleasant environment for all guests, there is a 'No Smoking' policy in the apartments and all of the common areas. Smoking is permitted on the apartment balconies ONLY, please be considerate and dispose of butts accordingly.

6. Check in

- Check in time on day of arrival will be staggered from 12:00 – 16:00 (this will only apply on Saturday 21st and Saturday the 28th of November 2026).
- Access to allotted room will under no circumstances be allowed until all registered guests have signed, understood and agreed to all Resort House Rules. All registered guests must be present at the time of registration, otherwise access will not be granted.
- No Food & Beverage room charging facilities will be offered to guests. All outlet purchases will be via cash or credit card only.

7. Check-Out

- Check-out time on the day of departure will be staggered from 08:00 – 10:00 (this will only apply on Saturday 28th and Saturday the 5th of December 2026).
- On your scheduled day of departure, you will need to be prepared to vacate your room by 10:00. To alleviate congestion and delays for elevators you will be allocated a floor check-out time the night prior to your departure. It is strongly recommended this check-out time is adhered to.

8. Security Bond

- Bonds will not be refunded immediately upon check out. The security bond will be **refunded through the Schoolies.com portal**, within 7 days of departure, providing the apartment is left in an acceptable condition.

9. Party Policy

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- Wyndham Surfers Paradise has a **zero-tolerance policy on parties** being held in the apartments. A party being defined as:
  - Any situation where the maximum number of guests allowed per apartment is exceeded.
  - Any situation where the noise level from the apartment is deemed too high thereby disturbing other hotel guest and/or residents.
  - Any situation whereby excessive traffic to/from the apartment is identified.
  - Any situation where it is deemed that intoxication is occurring.
  - Any situation where it is identified that excessive alcohol is present.

It is understood by way of signing this document that the guest and their legal guardian acknowledge, understand and agree to all Hotel House Rules as outlined in the above document. Wyndham Surfers Paradise reserves complete discretion when interpreting and implementing the House Rules for the purpose of protecting its assets and the safety and comfort of all guests. It is further understood that breach of the House Rules will result in immediate eviction with 100% cancellation charges for remaining nights. Wyndham Surfers Paradise reserves the right to refuse accommodation to any arrival, which does not comply with these conditions, or remove during the stay anyone that does not comply with the conditions.

Guest 1- Name _____ Signature_____

Guardian1- Name _____ Signature_____

Guest 2- Name _____ Signature_____

Guardian2- Name _____ Signature_____

Guest 3- Name _____ Signature_____

Guardian3- Name _____ Signature_____

Guest 4- Name _____ Signature_____

Guardian4- Name _____ Signature_____

Guest 5- Name _____ Signature_____

Guardian 5- Name _____ Signature_____

Guest 6- Name _____ Signature_____

Guardian 6- Name _____ Signature_____

Wyndham Surfers Paradise Staff Witness

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STAFF NAME: _____

STAFF SIGNATURE: _____

- Access to apartment will not be permitted without this signed copy of House Rules by 'EACH' occupant of room and their legal guardian (if applicable).
- Copy of legal guardian's driver's license (if applicable) must accompany signed House Rules document.