

### 1. Accommodation Addresses

#### Brisbane Campus

Property Name	Address	Suburb / State
Student One	38 Wharf Street	Brisbane City QLD 4000
Vue Apartments	Unit 1405, 100 Quay Street	Brisbane City QLD 4000
Quay Street House	49 Quay Street	Brisbane City QLD 4000
Johnson Apartments	Unit 0908, 477 Boundary Street	Spring Hill QLD 4000
Ultra Apartments	Unit 226, 83 Robertson Street	Fortitude Valley QLD 4006
Utopia Apartments	Unit 608, 275 Wickham Street	Fortitude Valley QLD 4006
Panorama Apartments	Unit 510, 37 Mayne Road	Bowen Hills QLD 4006

#### Gold Coast Campus

Property Name	Address	Suburb / State
Cotlew Apartment	Unit 8, 100 Cotlew Street	Southport QLD 4215
Kumbari Ave House	57 Kumbari Avenue	Southport QLD 4215
Scarborough Townhouse	Unit 3, 189 Scarborough Street	Southport QLD 4215
Bright Ave Apartment	Unit 51, 13–23 Bright Avenue	Labrador QLD 4215
Lenneberg Townhouse	26 Lenneberg Street	Southport QLD 4215
Outlook Apartment	Unit 303, 11 Norman Street	Southport QLD 4215
Ridgeway Apartment	4/140 Ridgeway Avenue	Southport QLD 4215

#### Melbourne Campus

Property Name	Address	Suburb / State
Docklands Apartment	Unit 707, 8 Waterview Walk	Docklands VIC 3008
Flagstaff Apartment	Unit 20, 28 Jeffcott Street	West Melbourne VIC 3003
Yugo Apartment	145 Berkley Street	Melbourne VIC 3000
Fulton Lane Apartment	Unit 2111, 155 Franklin Street	Melbourne VIC 3000
La Trobe Apartment	Unit 409, 687 La Trobe Street	Melbourne VIC 3000



## 2. Contact Information

If a student has any questions regarding their accommodation, they should speak to the BROWNS Accommodation Officer. The Accommodation Officer is authorised to conduct regular and routine inspections of each room.

Campus	Office Hours	After-Hours Emergency
Brisbane	+61 7 3221 7871	+61 431 032 276
Gold Coast	+61 7 3221 7871	+61 431 032 276
Melbourne	+61 7 3221 7871	+61 411 209 002

**Note:** In an emergency, students must call the relevant BROWNS Emergency Number listed in the table above.

## 3. Room Inspections

Inspections of the Student Accommodation, including bedrooms and bathrooms, will be conducted regularly by the Accommodation Officer. Each student's privacy will be respected at all times by cleaners, the BROWNS Accommodation Officer, and BROWNS staff.

If the BROWNS Accommodation Officer is unsatisfied with the general cleanliness of a student's room, or if damage to the Accommodation has occurred, the student may lose their bond, face eviction, or be charged a \$100 penalty.

## 4. Check-In and Check-Out

Students must check in after 2:00 pm on the day of arrival, or as approved by the Accommodation Officer, and may arrive any day of the week.

Students may check in to BROWNS Student Accommodations prior to the start of their studies at BROWNS, but not earlier than 1 week before their course start date.

Students must check out no later than 10:00 am on the day of departure, or as approved by the Accommodation Officer, and may depart any day of the week.

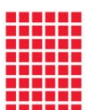
## 5. Student Allocation

The rooms are as follows:

- Twin Share (2 beds marked 'A' or 'B')
- Private Room (single bed)
- Private Room (double bed)
- Private Room (queen bed)

Rooms may be allocated as:

- Male only
- Female only
- Mixed – when a couple stays in one bedroom



Under no circumstances will a male and female student be placed in the same room unless they have requested this at the time of application.

Students can check their Student Accommodation Placement Confirmation letter to find out which bed they have been assigned.

**Note:** If a student is found using the wrong bedroom, bed, bathroom, or other tagged area, a \$250 penalty will be deducted from their bond along with an extra cleaning fee and they will be evicted.

## 6. Student Accommodation Inclusions

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The following items are included in the Student Accommodations:

- Beds and linen (mattress protector, cotton sheets, pillow, pillow slip, quilt, and quilt cover)
- Kitchen and lounge furniture
- Oven, fridge, microwave, kettle, toaster
- Cutlery, glasses, and cooking utensils
- TV
- Washing machine, clothesline, and pegs
- Vacuum cleaner and broom
- Fan
- Blanket

The following items are NOT included and may need to be purchased by students:

- Food and drinks
- Cleaning products
- Rubbish bags
- Toilet paper
- Toiletry products, soap, and hair products
- Hair dryer
- Towels

Students are required to bring their own bath towels and padlock. Additional blankets are available at a reasonable price from retail stores near each campus. The sheets and pillowcases will be cleaned by a professional cleaner at the end of the student's stay.

## 7. Contents Insurance

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It is the student's responsibility to lock their Student Accommodation to ensure the safety of all contents at all times. BROWNS is not responsible or accountable for the theft of, or damage to, a student's personal possessions.

It is the student's responsibility to insure their own property and possessions through personal contents insurance. BROWNS strongly advises that students arrange insurance as soon as possible.



### 8. Damage or Loss of Property / Inventories

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If a Student Accommodation inclusion or inventory item is broken, lost, or needs to be replaced, students must inform the Accommodation Officer at BROWNS campus reception as soon as possible.

### 9. Refund of Student Accommodation Bond

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The bond is money paid as protection over the property and its inclusions. BROWNS may keep part or all of the bond money at the end of the student's stay if the student has incurred costs by damaging the premises, failing to maintain cleanliness, breaching these terms and conditions, or owing money to the school in relation to accommodation fees.

The Student Accommodation key must be either returned to campus during business hours or alternatively left on the desk in the room prior to departure.

For check out you will need to take photos of your room, bathroom used, and all common areas and the key placement. Send these to [accommodation@browns.edu.au](mailto:accommodation@browns.edu.au) with your student number in the subject line. Failure to provide evidence of a clean home could result in deductions from your bond.

Students must see the Accommodation Officer at BROWNS campus reception, prior to check-out and during school hours, regarding the refund of their Student Accommodation Bond. Students will be required to complete the Refund Request Form at BROWNS campus reception.

The student will receive a refund by bank transfer within 4 weeks after the check-out date and the return of the completed refund form.

### 10. Cancellations and Refunds

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Please refer to your Student Written Agreement. The BROWNS Refund Policy is available on the BROWNS website.

**Note:** Please note that BROWNS Student Accommodation fees are not transferable to BROWNS Homestay.

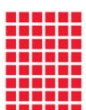
### 11. BROWNS-Initiated Cancellations and Evictions

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BROWNS may cancel a student booking and evict a student with immediate effect at any time during their stay if the student is found in breach of these Student Accommodation Terms and Conditions.

Grounds for cancellations, evictions, and bond deductions include, but are not limited to:

- Not maintaining a hygienically clean and well-cared-for bedroom
- Not maintaining a hygienically clean and well-cared-for common area (kitchen, lounge, bathroom)
- Failure to remove rubbish
- Making excessive noise in any part of the Accommodation
- Smoking or vaping
- Causing other students' personal, emotional, or bodily harm
- Being rude or using expletive or unacceptable language
- Sexual misconduct or harassment
- Racial, religious, or sexual intolerance
- Wilfully damaging the property of any fellow roommate or of BROWNS Student Accommodations
- Setting off fire alarms



- Tampering with any equipment
- Causing housekeeping problems that damage the property, in shared or private spaces
- Possession of guns or fireworks
- Possession, sale, or use of any illicit drugs (police will also be called and the student may be convicted)
- Breaching the no-pets policy
- Not following BROWNS instructions

**Note:** If BROWNS deems that the student is in serious breach of these Terms and Conditions, a notice of eviction will be issued with no prior warning.

### 12. Visitors

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Students are not permitted to invite visitors (including friends from BROWNS) to their Student Accommodation at any time during their stay.

Any ex-students or visitors – that is, anyone who is not booked to stay in BROWNS Student Accommodations – found to be in the Student Accommodation will be asked to leave the premises immediately. The student who invited the visitor will be automatically fined a \$100 penalty and can face eviction.

### 13. Quiet Policy

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All students are expected to be considerate of others by being quiet, especially at night. No excessive noise will be tolerated (no loud music, no loud TV).

In the case of any noise complaints, a \$100 penalty charge will be automatically deducted from the bond of the student(s) responsible for the nuisance. Repeated noise complaints will result in eviction and loss of bond or part thereof.

### 14. Smoking Policy

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All BROWNS Student Accommodations are strictly non-smoking buildings.

Smoking and/or vaping in any part of the building, including bedrooms and outdoor areas, is strictly prohibited. Any student who is caught or reported smoking or vaping on the premises will be fined a \$200 penalty.

Students will also be fined a \$200 penalty for any cigarette butts, filters, or cigarette packets found in their Student Accommodation.

### 15. No Pets Policy

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No pets are allowed in the Student Accommodations.



### 16. Car Parking and Bicycles

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#### Car Parking

No car parking is available on the premises. Limited carpark spaces may be available on nearby streets. Parking is the sole responsibility of the student and not BROWNS.

#### Bicycles

Bicycles are not permitted inside the Student Accommodations. Students must store their bicycles in the designated area as directed by the Accommodation Officer. Students can enquire at BROWNS campus reception for specific storage locations.

### 17. Room Keys

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A key deposit is included in the Student Accommodation bond and will not be refunded if the key is lost, damaged, or not returned upon check-out.

Replacement keys can be ordered. Students must see the BROWNS Accommodation Officer during school hours to arrange a new Student Accommodation key.

**Note:** Minimum replacement cost is \$100.

### 18. Locked Out of Student Accommodation

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If a student is locked out of their Student Accommodation, they should first try contacting their roommates to ask them to open the Student Accommodation or building door.

If a student cannot contact their roommates, they must call the BROWNS Accommodation Officer via the campus emergency number. A callout fee of \$100 will be charged.

### 19. General Maintenance

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Students should see the BROWNS Accommodation Officer at school for any general maintenance enquiry. For urgent repairs to electricity, water, gas, or external door locks, please call the Accommodation Officer on the relevant campus business number during business hours, or the campus emergency number after hours (refer to Section 2 for contact details).

If you notice any damage whether wilful or accidental you must inform the accommodation officer immediately so it can be repaired. Failure to report could result in a bond deduction.

### 20. Room Cleaning

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It is the responsibility of students to keep their Student Accommodation tidy and clean. Please refer to the cleaning roster provided to you. This must be strictly followed.

#### Daily cleaning requirements:

- Cutlery, crockery, and pots must be washed and put away daily
- Kitchen bench must be wiped down with detergent daily
- Bathroom basin must be wiped down with detergent daily



- Rubbish must be removed daily and placed in the general waste 'Green' bin
- Empty bottles must be removed daily and placed in the recycling 'Yellow' bin

### Regular cleaning requirements:

- Kitchen floor, dining area, and bedrooms must be vacuumed regularly
- Bed linen must be put in the washing machine and dried on the clothesline regularly
- Toilet brushes must be used to scrub the toilet regularly
- Shower must be thoroughly cleaned with appropriate cleaning products weekly

### Penalty schedule:

- \$100 penalty if the bedroom and bathroom are deemed unsanitary
- \$100 penalty if common areas are not cleaned satisfactorily, including rubbish removal
- \$100 penalty or loss of bond for any carpet spillages (deep cleaning by a licensed professional)
- Dry-cleaning costs for stains on quilts, sheets, pillows, or mattress protectors will be deducted from the student's bond

## 21. Washing and Drying of Clothes and Bed Linen

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Clothes and bed linen are to be washed regularly by students using the washing machine inside their Student Accommodation. If bed linen is not washed on a regular basis, a \$100 penalty will be deducted from the bond. The sheets and pillowcases will be cleaned by a professional cleaner at the end of the student's stay.

## 22. Rubbish Disposal

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It is the student's responsibility to remove rubbish and empty bottles from their Student Accommodation daily.

Rubbish must not be left outside the door of the Student Accommodation. Anyone found breaching this rule will be issued a \$100 penalty.

Depositing rubbish in any fire exit or fire door will result in a fine of \$1,800, as per applicable fire regulations.

Check these sites to find which day is rubbish collection day at your residence:

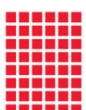
- Gold Coast: [goldcoast.qld.gov.au/Services/Waste-recycling/Find-my-bin-day](http://goldcoast.qld.gov.au/Services/Waste-recycling/Find-my-bin-day)
- Brisbane: [brisbane.qld.gov.au/bins-waste-and-recycling/waste-and-recycling-bins/bin-collections](http://brisbane.qld.gov.au/bins-waste-and-recycling/waste-and-recycling-bins/bin-collections)
- Melbourne: [melbourne.vic.gov.au/bins-and-collections](http://melbourne.vic.gov.au/bins-and-collections)

## 23. Ants & Insects

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Students must not leave any food uncovered at any time, as this will attract unwanted insects. BROWNS regularly conducts pest control inspections and services, but we also recommend that students purchase insect spray or repellent.

**Note:** Brisbane and Gold Coast are Sub-Tropical environments and insects are common. Please take extra care to store food correctly in these locations.



### 24. Internet

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All Student Accommodations have free wireless internet access. If the wireless router is not working properly, please inform the BROWNS Accommodation Officer. If it is found to have been damaged by users, a \$100 penalty will be issued.

Please note that there may be times when the internet is not working due to technical issues with the internet provider.

### 25. Air Conditioning, Fans, and Heating

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Please ensure that all air conditioning, fans, and heaters are turned off upon leaving the room or the Accommodation. Failure to comply will result in a fine of \$100.

### 26. Check-Out Procedure

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Check-out is at 10:00 am. Upon check-out, students must:

- Vacate the Student Accommodation by 10:00 am on the last day of paid stay
- Leave all bed linen on the bed (BROWNS will ensure it is professionally cleaned before the next student arrives)
- Leave the Student Accommodation key on the bedside table/bedroom desk, or return it to campus during business hours
- Send photos of the key, bedroom, bathroom and common areas to the accommodation officer

Students should see the Accommodation Officer at BROWNS campus reception prior to check-out and during school hours to finalise their bond refund (see Section 9).

### 27. Extension of Stay

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If a student wishes to extend their stay past their confirmed check-out date, they must speak to the BROWNS Accommodation Officer at BROWNS campus reception to request an extension of stay. Extensions are subject to availability.

### 28. Liability

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BROWNS is not liable for any personal injury inflicted on a student by their own actions. BROWNS is not liable for any loss of personal belongings.

### 29. Mail & Postal Services

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Students do not have access to the mailbox at the Accommodations. All mail and packages must be sent to the counter mail service at the Post Office.

The Post Office has a system of holding mail for people who do not have permanent postal addresses – this is called 'Counter Mail'. In Australia, you can send your mail to any Post Office.



When addressing mail, please use the following format:

LAST NAME, First name  
Counter Mail  
Post Office Outlet Name  
Post Office Outlet Street Address  
Post Office Outlet City, State, Postcode  
COUNTRY

You will need your passport to collect your letter or parcel. Post Office staff will not advise you over the phone if there is a package or mail for collection. They will hold your mail for 10 working days – after this date it will be sent back to the sender.

### Nearest Post Offices:

Brisbane	Gold Coast	Melbourne
<b>George Street Post Shop</b> Shop 3/69 Ann St, Brisbane QLD 4000 Mon–Fri 9:00am–5:00pm	<b>Southport BC</b> 28-30 Bay Street, Southport QLD 4215 Mon–Fri 9:00am–5:30pm, and Sat 9:00am – 12:30pm	<b>Collins St West Post Office</b> 440 Collins St, Melbourne VIC 3000 Mon–Fri 9:00am–5:00pm, and Sat 10:00am – 3:00pm

### Please note:

- BROWNS is not responsible for any missing letters or parcels sent to Student Accommodation mailboxes or to the school.
- BROWNS does not accept student mail collection (letters and parcels) on campus.

## 30. Change of Terms & Conditions

These terms are correct at the time of printing. BROWNS reserves the right to add or change these conditions as required.

