

Koko Broadbeach

Guest Behaviour Policy

At Koko Broadbeach our utmost priority is to ensure that our residents and guests enjoy a peaceful and quiet environment where they can relax and feel safe and secure.

As such, we have a guest behaviour policy on which we have zero tolerance and we enforce strictly.

Key elements of the policy include:

- **No Party Policy**
- **No Schoolies Policy**
- **Excessive Alcohol Policy**
- **No Smoking Policy**
- **General Guest Behaviour Policy**

Our policy is enforced 24 hours a day seven days a week. The entire building is monitored 24/7 by the building management team and security providers. We will take swift and decisive action where any area of this policy is breached.

All guests at Koko will be asked to read and acknowledge this policy upon check-in and will be required to pay a security bond. Upon doing so guests acknowledge that breaching any area of this policy is likely to result in loss of security bond, costs for any damage incurred and immediate eviction from the premises without refund.

In order to ensure that your stay is enjoyable and to prevent any disappointment to you or other guests, guests are encouraged to read these policies before making a booking and consider whether Koko Broadbeach is suitable for your stay.

No Party Policy

We define a party as the following:

- Any situation where the number of people in the apartment exceeds the number of registered guests in the apartment unreasonably.
- Any situation where the noise from the apartment is deemed too high thereby disturbing other guests and/apartment residents.
- Any situation whereby excessive traffic to/from the apartment is identified
- Any situation where it is deemed that excessive intoxication is occurring
- Any situation where it is identified that excessive alcohol is present

- In the event that the apartment/guest is identified as having a party, building management and/or the building security services reserve the right to immediately request all occupants of the apartment including, the registered guests to vacate the premises immediately.
- In the event that an eviction occurs, the registered guests will be charged for that night's accommodation and for any expense resulting from additional cleaning of the apartment, replacement for any furniture/fixture/fitting breakage, as well as for any required repairs

If a small but excessively noisy gathering occurs within the apartment, and not a party as defined above, Koko management and/or our security services provider will request that any excessive noise is immediately stopped and issue a warning to the registered guests.

Should the request not be adhered to, and our management and our security serviced provider are required to return to the same apartment or another apartment associated with the guests who received the first warning again guest will receive a final warning before eviction and will lose their security bond.

No Schoolies Policy

The School Leavers (Schoolies) Festival takes place during the last two weeks of November. Koko Broadbeach is in no way affiliated with the Schoolies festival and we will not accept bookings for schoolies. We reserve the right to refuse any booking or evict any persons who are deemed to be affiliated with the Schoolies Festival.

This policy applies in conjunction with our No Party Policy.

Furthermore, Koko Broadbeach is not equipped to provide the extended level of service required and does not have the resources available to provide the additional safety and security measures necessary for schoolies.

Those seeking to book for this festival would be better served by dedicated accommodation providers who can cater to the special requirements of school leavers.

Excessive Alcohol Policy

Management will also monitor those who bring excessive amounts of alcohol into the building. This includes common areas and resident amenities such as the pool, BBQ area, residents lounge and gym. All of these areas are monitored by CCTV so that management and security services may detect breaches immediately.

We deem excessive alcohol as multiple cases/cartons of beer, cider or pre-mixed drinks along with multiple bottles or cases of spirits/wine or other alcohol.

In the event that a guest, or any persons associated with that guest, are identified as bringing excessive amounts of alcohol into Koko Broadbeach that person will be requested to relinquish the alcohol to the resort. It will then be stored in safekeeping for their retrieval on departure, or alternatively for the alcohol to be permanently removed off the premises

If at any stage should a person be deemed in breach of this policy, and refuse to abide by the requests of management and security, the person will be requested to leave the premises

No Smoking Policy

Koko Broadbeach has a strict no-smoking policy throughout the building for the health and safety of all building occupants.

The policy extends to apartments, balconies, car parks, fire escapes and common areas.

Smoking in rooms is strictly prohibited including balcony areas. Any person found doing so will be immediately fined \$500. Failure to pay will result in immediate eviction. A second occurrence will also result in an immediate eviction.

Should a room be deemed unusable after you have vacated due to smoking you will be liable for any lost revenue incurred (charge of 1 room night at sellable rate each night the room is unusable)

Registered guests may be charged for additional cleaning and damage charges resulting from smoking.

General Guest Behaviour Policy

The following general behaviour guidelines apply at Koko Broadbeach. Guests who are found to have breached these guidelines may lose their bond, have access removed to certain areas or be evicted without refund. Management may do so without warning where it is deemed appropriate.

- **Physical or verbal assault and/or abuse towards Koko staff, representatives, contractors, residents or other guests.**
- **Wilful damage to the apartment, common property, the building or residents property.**
- **Any behaviour posing a safety threat to others**
- **Throwing of objects over apartment balconies or from windows**
- **Criminal or illegal activity and any instance where police have been required to attend the building.**
- **Failure to adhere to the Building Rules and Body Corporate By-Laws.**
- **Failure to adhere to Government imposed public health directives such as those implemented in response to the COVID-19 pandemic.**
- **Unsavory/lewd behaviour including performances of sexually related entertainment, male or female, within apartments.**
- **The possession of illicit drugs, firearms or other weapons.**

In the event that any person requested to vacate the premises fails to adhere to the request of staff, Qld Police Service (QPS) will be called immediately.

In the event that an eviction of any nature occurs, the registered guest, their associates and visitors, are not entitled to any refund of rent, and will not be able to make future reservations at Koko Broadbeach and any other building managed by MPG Unit Management P/L.