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**WELCOME**

SAE Byron Bay is SAE’s international centre of excellence. It attracts students from all corners of the world and provides a unique opportunity to learn with students from different cultures, develop lasting friendships and establish an international network of contacts.

Consistent with the nature of student accommodation around the world, SAE expects each student in the accommodation to work with their fellow residents to create a safe, productive and happy living environment. Consideration and respect are essential.

In order to ensure that your stay at SAE Byron is as comfortable and enjoyable as possible we have developed this comprehensive handbook to use as a reference during your stay. In the handbook you will find information relating to student conduct, services and the amenities provided as well as other general guidelines. SAE offers various levels of accommodation, ranging from shared to single rooms with private bathrooms, to suit different tastes and budgets. Accommodation may be on or off-campus. Details of these options can also be found in this handbook.

Please read this document thoroughly before completing, signing and returning the Accommodation Entry Condition Report.

We trust that you will enjoy your stay with us and look forward to welcoming you to Byron Bay.

SAE Institute
Byron Bay
**TERMS AND CONDITIONS**

1. SAE Institute accommodation is reserved for the use of SAE Byron Bay enrolled students only. Due to unavoidable variations in the accommodation available, SAE Institute is unable to guarantee parity between different locations.

2. This document and the included accommodation agreement is a legally binding contract for the full duration of the stay. Accommodation is in high demand and tenancy is a minimum (12 months) or the total duration of the SAE qualification as agreed on the Application Form.

3. Cancellations prior to the end of tenancy will incur a $1000 penalty. There are no refunds of accommodation fees for the remainder of the current trimester in which the tenancy was cancelled. Accommodation fees will not be reduced for late arrivals or early departures.

4. Residents must complete the entry/exit reports as applicable and provide their own insurance coverage for the contents of their room.

5. The possession, distribution or use of controlled substances, materials or digital information is not permitted. Spying on other people is considered a crime. The invasion of other people’s privacy is illegal.

6. SAE Institute will not discriminate in accommodation arrangements on the basis of gender, race, religion, sexual preference, disability, political beliefs or associations.

7. SAE Institute rules and regulations also apply to accommodation and can be found in the SAE Student Handbook and other SAE Institute publications.

8. Violating SAE Institute accommodation policies, terms, or rules and regulations may result in termination of accommodation for the student. Termination renders the person(s) ineligible for residing on SAE property in accordance with SAE Institute regulations. Termination will result in the loss of any accommodation fees paid.

9. Rooms cannot be sub-leased by students and overnight guests are not permitted; contravening this rule may result in eviction from the student accommodation. Accommodation facilities are for the sole use of students.

10. Resident students operating and parking vehicles on campus or on SAE property will do so at their own risk. SAE Institute takes no responsibility for the vehicle or its contents. Abandoned vehicles will be towed away without notice.

11. All students residing in SAE Accommodation will clean up after themselves and perform communal cleaning duties as assigned or required.

12. SAE Institute reserves the right to evict any student if accommodation fees are 14 days in arrears, fees are due before or on the day of each new Trimester.
ACCOMMODATION OPTIONS AND RULES

SAE is continuously expanding its accommodation facilities on and off-campus. The following is a description of the current accommodation options on offer. However, students may be placed in alternative accommodation with similar location and facilities. SAE will endeavour to notify students of the alternative arrangements made for them as soon as possible. Students will be placed on or off-campus according to availability, on a non-preferential first come first served basis.

**Twin Share Rooms**
On-campus, double room, shared showers, shared kitchen, student common area with TV and wireless access.

**Single Rooms**
Off-campus, single room, shared bathroom, shared kitchen, shared living room with TV. Harbour Lodge Motel also supplies wireless access and a Pool.

**Single Rooms with Private Bathroom**
Off-campus, single room, private bathroom, shared kitchen, shared living room with TV.

Accommodation is in high demand and must be reserved in advance by SAE for a period of 12 months. For this reason, there are strict rules regarding upgrading, extending, downgrading, changing and leaving accommodation.

**Extending or Upgrading**
Extending the accommodation contract or upgrading accommodation, e.g. from twin-share to single, or from single to single with private bathroom, will be allowed subject to availability and approval from the Accommodation Manager. The minimum extension period is 1 trimester. The difference in accommodation bond from the lesser amount to the upgraded amount is required to be paid and held as security. Additional accommodation charges will be calculated on a pro-rata basis and are due on or before the date of the change. A moving fee of $100 applies.

**Downgrading Rooms**
Downgrading, e.g. from a single room to twin-share or from a single room with private bathroom to single, is not permitted.

**Changing Rooms**
Changing, e.g. from one twin-share room or location to another twin-share room, is only allowed subject to availability and payment of the relevant fee on or before the date of the change.

Continuing students may state a room preference for the forthcoming year and allocation will be made according to availability at the discretion of the Accommodation Manager. Please note: a moving fee of $100 applies.

Requests to change rooms must be in writing and directed to the Accommodation Manager. Changing rooms is not permitted unless approved by the Accommodation Manager prior to the change occurring. Unauthorised swapping of rooms will incur a fine of $200.

**Leaving**
Tenancy is a minimum of 12 months. Leaving SAE accommodation, for any reason, before the end of the tenancy will incur a cancellation fee equal to the remaining balance of the accommodation fees or six months fees, whichever is the least.
RULES AND REGULATIONS

Residents in SAE accommodation must abide by the following regulations and are reminded that they are subject to relevant Australian State and Federal laws. Undertaking illegal activities will be reported to the appropriate authorities. Eviction from accommodation and expulsion from SAE Institute may also occur.

Arrival and Departure
The tenancy is available for a period of 3 or 6 trimesters only. A trimester is approximately 4 months in duration. Students may check in to their accommodation from 9am on the Monday 1 week prior to their course commencement. All students must vacate the premises no later than the Monday following the end of their last trimester (Monday following the end of trimester 3 or Monday following the end of trimester 6).

Room Allocation
The Accommodation Manager allocates new students’ rooms. All accommodation is allocated on a non-preferential, first-come, first served basis after payment of the bond and receipt of the Accommodation Application Form.

The Entry/Exit Condition Report
Entry and Exit Condition Reports are written records of the state of the SAE dwelling and common areas at the start and conclusion of the tenancy. These document(s) must be completed, signed and dated by both the student and the SAE Accommodation Manager within 5 days of entering/exiting. A copy is retained by both the student and SAE.

Equity and Access
Every student is given the same opportunities to access information, attend accommodation orientation, meetings, and participate in community events and social activities. Information is gathered equally from each student to allow him/her to peacefully achieve their study goals and full potential.

Community Responsibility
For the comfort of all students and neighbours, a 10pm noise curfew is mandatory. Damage sustained to accommodation (by the student or a third party in their company) is the responsibility of the resident students. This includes facilities in common areas: common room furniture, fixtures, and fittings, bathroom fittings, paint work, carpets, walls, doors and other communal items. If these items are damaged or lost, the cost of repair or replacement will be the joint responsibility of everyone in the accommodation. Causing deliberate damage or breakage (vandalism) will also be subject to disciplinary action leading to possible expulsion/exclusion from accommodation and/or the Institute.

Caring for Others
Tolerance of other people’s cultures, religions and abilities is essential when living in a community. We value the differences between us and expect that all students will respect the different cultures, beliefs and abilities of their fellow residents. The Institute will not condone physical or verbal violence or harassment of any kind. Students engaging in these activities risk expulsion from the Institute, eviction without any refund of fees and possible legal action.

Sexual Harassment
The Institute is committed to providing an environment in which its staff and students are free from sexual harassment. Sexual harassment covers a range of verbal or physical sexual conduct that is unwelcome, uninvited, and unwarranted. Individuals should not condone sexual harassment. Students are encouraged to discuss any instances with the Accommodation Manager. Such matters will be treated in the strictest confidence. Students engaging in these activities risk expulsion from the Institute without any refund of fees and possible legal action.
RULES AND REGULATIONS

Violence
Violence in any form (physical, verbal) is forbidden. Students engaging in these activities risk eviction from accommodation and expulsion from the Institute without any refund of fees and possible police action.

Alcohol
Maintaining a healthy, balanced lifestyle is essential while studying. Students wishing to consume alcoholic beverages may do so in a moderate and sensible manner. The abuse of alcohol in accommodation will not be tolerated and may result in termination of tenancy.

Smoking
SAE is a smoke-free campus, as is SAE accommodation. Smoking is only permitted in the designated areas and is not allowed in rooms, houses and common areas. Non-compliance will result in loss of bond. Repeated infringements may result in termination of residency.

Drugs
SAE Institute takes a very firm stance on the possession and use of non-prescription drugs on campus or in accommodation. Any student who is suspected of using or storing prohibited substances in the accommodation or on campus, whether in the privacy of their own room or not, runs the risk of having their room and themselves searched by either the State or Federal Police. A student found in possession will be immediately expelled from the accommodation and the Institute without refund of fees, formally charged by the police and then dealt with by a court of law.

Room Checks
The Institute reserves the right to enter rooms without notice for health and safety inspections, urgent repairs, routine checks, and when there is suspicion that violations of SAE Institute, local, state or federal statutes have occurred or are occurring. SAE staff will check the rooms regularly throughout the tenancy, at the end of the student’s stay prior to any bond refund approval. If the accommodation is not being maintained to an appropriate standard, campus access may be closed until cleaning is complete. Where professional cleaners are required, charges will be added to the students’ account. Other infringements may result.

Doors, Windows, Walls and Smoke Detectors
The removal or disconnection of smoke detectors, window winders, door closers and fly screens is considered as property damage. Students are not permitted to nail or pin anything to the walls, doors or furniture. Doors and walls must be washed with sugar soap and water on departure.

Furniture and Appliances
Before relocating any SAE furniture, fittings, fixtures or appliances, please gain permission to do so from the Accommodation Manager. Students are not permitted to place extra beds or mattresses in their room. When vacating the room all furniture must be returned to its original position. The removal of any SAE Institute property without prior approval will be considered theft. Any furniture, fittings, fixtures or appliances added to bedrooms or common areas are to be removed prior to departure. Rubbish removal and cleaning fees may apply.

Maintenance and Repair
SAE Institute has a maintenance team responsible for all repairs and maintenance issues. This includes gardening, general cleaning and repairs to buildings, pest control, along with ongoing maintenance. The Maintenance team is co-ordinated by the Accommodation Manager. You should report any maintenance required or faulty items promptly to the Accommodation Manager on accommodationbyron@sae.edu. Students should refrain from attempting to fix any maintenance problems themselves. All items of electrical equipment must be checked, tagged and maintained in a satisfactory condition by the owner.
RULes ANd REGUlAtIOns

Firearms, Weapons and Fireworks

Firearms and weapons are not permitted in the accommodation. Fireworks, any kinds of explosive or highly combustible materials are also strictly prohibited.

Emergency Evacuation and Fire Equipment

Evacuation drills are periodically practiced. The evacuation plan is posted in accommodation common room areas. Patios and walkways are to remain free of all obstructions. Floors are to remain spill free. Misuse of fire extinguishes/equipment in any circumstance other than a fire or emergency places the lives of others at risk and will result in eviction.

Absence from Accommodation

Students intending to be away from the accommodation overnight should notify the Accommodation Manager so they may be contacted in the event of an emergency. Simply email the Accommodation Manager with your contact details and return date.

Security Cameras

Closed circuit TV cameras are strategically positioned on the exterior as well as the inside of some buildings including some residential areas.

Visitors

Students will be held responsible for the conduct of their visitors. Visitors are not permitted to stay in accommodation overnight. The Accommodation Manager has the right to evict visitors at any time.

Vehicles

Please use bike rack facilities where available. SAE takes no responsibility for student’s vehicles or their contents both on and off SAE property. Students are solely responsible for registering and insuring the vehicle and contents. All students that own vehicles must register them with the Accommodation Manager. Abandoned vehicles will be towed from SAE property without notice.

Pets and Wildlife

Pets are not permitted anywhere in the accommodation. Cruelty to native wildlife will not be tolerated and is considered an offence.

Disciplinary Action, Written Warnings and Expulsion

Students who fail to comply with reasonable or lawful instruction given by the Accommodation Manager, or the rules and regulations outlined in this handbook, will be issued with a verbal or written warning. Should three written warnings be issued during the accommodation period, immediate eviction will occur with no refund of fees. Students have the right to appeal against such a decision as outlined in the non-academic grievance and appeals policy/procedure listed on the SAE Student Handbook or at http://byronbay.sae.edu within the specified time frame.
RULES AND REGULATIONS

Rubbish Removal and Cleaning

Littering will not be tolerated, this includes the disposing of cigarette butts on the ground. Please line rubbish bins and use them to dispose of all rubbish. Recycling is encouraged. Internal rubbish bins are to be emptied daily to ensure that vermin are not attracted.

It is a communal, as well as an individual responsibility of all students to:

1. Keep their bedroom and common areas in a clean and tidy condition, in a co-operative and regular fashion. Nothing must be left in common rooms which will obstruct the use or functionality of the area or which will attract vermin.

2. Develop a “Cleaning Roster” for each accommodation unit for all areas inside and outside. All accommodation is inspected regularly. These inspections include bedrooms, with due regard given to privacy. Failure to maintain a clean household will result in professional cleaners being assigned. Students will be charged accordingly. Repeated failure of inspections will ultimately result in the provision of warnings and termination of residency without refund.

Where rubbish removal and/or cleaning has not occurred satisfactorily, the following fees will be charged to the student(s) account or deducted from the bond at the end of the tenure.

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<tr>
<td>Cleaning Fee</td>
<td>a minimum $50 - $200</td>
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Keys

Upon arrival, students will be given key(s) to the relevant accommodation. If a student loses the key it must be reported to the Accommodation Manager as soon as possible. The replacement cost is $30. If a key is lost after hours the caretaker should be contacted.

Strata Regulations

Strata Rules and Regulations that must be adhered to also govern several SAE properties. Where applicable, a copy of the Strata Regulations will be given to students on arrival at accommodation.
PAYMENT TERMS AND CONDITIONS

Accommodation Bond
All students in SAE accommodation are required to pay the nominated refundable security bond. This bond is held as security until the end of the tenancy. Bonds do not attract interest and are kept as a security measure only.

Damage sustained to accommodation, not as a result of reasonable wear and tear, will be deducted from the accommodation bond. If this occurs throughout the tenancy the student will be required to ‘top up’ the bond to the initial amount.

At the conclusion of the tenancy an inspection will be scheduled and an exit condition report completed. The bond is refundable subject to the report concluding that the accommodation including walls, floors, doors, furniture, fittings/fixtures, appliances and common areas are clean, tidy and damage free. Additionally, all inventory items supplied by SAE are accounted for.

Where rubbish removal and/or cleaning has not occurred satisfactorily the rubbish removal and/or cleaning fees may be charged or deducted from the bond.

An application for refund of the bond may occur by completing the on-line withdrawal form (available on the SAE Intranet). Approved refunds are paid via direct transfer into the nominated Australian or international bank account. International bank transfers attract an additional bank fee of approximately $30 per transfer. Please allow up to 4-6 weeks for the refund to be processed.

Accommodation Fees
Accommodation will not be secured without payment of the security bond. All accommodation fees must be paid in full one month prior to course commencement, or if paying Trimester payments before or on the day each Trimester begins. SAE reserve the right to evict any student in accommodation if they are 14 days in arrears. Please retain all receipts until the conclusion of the tenancy.
SERVICES

Telephones
Public telephones are available on-campus, in the on-campus accommodation and at Harbour Lodge Motel at Brunswick Heads. Off-campus single rooms and single rooms with private bathroom, may have a phone for incoming calls only. It is recommended that all students have their own mobile phone.

Swimming Pools
Some accommodation includes a swimming pool. All students using the pool will do so at their own risk. All residents using the pool shall conduct themselves in a responsible and orderly fashion at all times. Any person found damaging the pool or its equipment, or conducting themselves in a dangerous manner will forfeit the right to use the pool. No glass is to be in or around the pool area.

Study Rooms and Computers
On-campus and Brunswick Harbour Lodge Model accommodation have common computer areas. The computers in these labs have 24-hour wireless access. There are additional terminals located within the Institute both in the reception area and in the computer labs.

24 hour technical support is not available. Please report computer equipment faults via email to: itbyron@sae.edu and cc your email to accommodationbyron@sae.edu.

Register for Internet Services in Accommodation
There are two steps to register to have Internet service connected at the accommodation with wwwires.com.

Step one:
Go to http://wwwires.com/sae/signup.html to register.
A list of Internet services and their related fees appears here.

Step two:
Make payment directly to wwwires.com. Access should be available within 24 hours.

Library (On-Campus)
During its opening hours, a member of staff or senior student will be there to supervise the library. The library is reserved for study purposes only and students are requested not to talk too loud or excessively whilst in the room. Further details can be found in the SAE Student Handbook.

Laundry
Shared laundries with automatic washers, dryers, irons, ironing boards and hand-washing facilities are available to student residents only. Care should be taken that washing is not left unattended in the machines. Where possible, clothes lines are to be used in preference to the dryers.

Bus Service
A bus service between Harbour Lodge Motel, Brunswick Heads and the Institute is in operation. The timetable is posted on the Harbour Lodge Motel and SAE Institute notice boards.
Accommodation Staff and Contacts

SAE's Accommodation Manager is in charge of all accommodation related issues, and responsible for assisting students on-site and ensuring that the rules are followed. At the discretion of Management, student accommodation prefects may be elected and assigned roles of supervision, co-ordination and/or representation. Full contact details will be made available upon arrival. The contact details of other emergency, community and social organisations can be found in the SAE Student Handbook in the Campus Guide. The campus and accommodation notice boards are also a good source of information.

Illness

Students in SAE accommodation who become aware that they are suffering from an illness or disease which could potentially impose a risk to the health of other students in the same accommodation or other persons visiting that accommodation, are required to notify the Accommodation Manager as soon as they become aware that they are suffering from that illness or disease.

Personal Property

SAE Institute accepts no responsibility for the loss or damage of personal property, including any valuables or breakable possessions left in rooms. The insurance of students’ personal effects against loss, theft or damage is the responsibility of the student. Therefore it is advisable that students take out their own contents insurance. Doors should always be kept locked.

Functions

Functions will be allowed only after permission has been sought and granted from the Accommodation Manager. All functions must be conducted in a reasonable manner so as not to inconvenience other residents or neighbours. Please note that the 10pm noise curfew will still apply.

Complaints

If you wish to make a complaint or have any comments regarding accommodation services please contact the Accommodation Manager by email in the first instance or in person by appointment.

Privacy

SAE Institute complies with Australian Privacy Laws. Information supplied by students will be used for administrative and educational purposes only. SAE Institute will not rent, lease, sell or distribute for profit to any third party any personal information that is supplied by the student without consent or unless required or permitted by law. The student will always have access to the information supplied and may correct that information if it is not accurate, complete or up-to-date. Further information about the SAE Institute privacy policy is available on the intranet or at http://byronbay.sae.edu

Student Mail

Mail is delivered to SAE Reception daily - please ask your friends and family not to mail anything of value.

Mail should be addressed as follows:

[Student’s Name]
Student
C/O SAE Institute Accommodation
373-391 Ewingsdale Rd.
Byron Bay NSW 2481
AUSTRALIA
FURTHER INFORMATION

Disclaimer
SAE will not be liable to students for any variation or suspension of these services where the variation or suspension is due to circumstances outside the Institute’s control. The SAE Institute is entitled to withdraw any service that is not an essential and necessary amenity, or where there is serious or persistent misuse of that service.