



Australian Government
Australian Sports Commission

RESIDENCES GENERAL RULES AND REGULATIONS

Contents

1. Introduction.....	3
2. Rules and Regulations Applicable to Residents And Visitors.....	3
3. Termination of Occupancy.....	3
4. Arrival, Briefing, Orientation.....	4
5. Access.....	4
6. Behaviour of Residents.....	5
7. Visitors to Residents.....	7
8. Residents under the age of 18 years.....	7
9. Security.....	8
10. Health and Safety responsibilities.....	9
11. Residential Living.....	11
12. Dining Hall and Catering Operations.....	15

1. INTRODUCTION

Welcome to the Residences at the Australian Institute of Sports (AIS) Canberra campus of the Australian Sports Commission (ASC).

'The Residences' comprise the Residence of Champions and the Athletes Village complexes that are both managed by the Residences Management Section, AIS Site Services Branch, ASC Corporate Operations Division ('Residences Management').

DEFINITIONS

'Resident' and 'Residents' mean a person or persons staying in either of the Residences on a short stay or long stay basis.

'Short stay Resident' means a person staying in the Residences for a period of 28 consecutive days or less.

'Reception' means the reception desk and personnel which is located in the Athletes Village complex.

'Long stay Resident' means a person staying in the Residences for a period of more than 28 consecutive days.

2. RULES AND REGULATIONS APPLICABLE TO RESIDENTS AND VISITORS

This document sets out rules, regulations and obligations that apply to all Residents. This document is intended to ensure that Residents understand what is required of them. It does not replace or alter any of the terms and conditions of the Registration and Conditions of Use Agreement.

All Residents must read and sign the Registration and Conditions of Use Agreement on first arriving to stay at the Residences. Check in is not permitted if the Registration and Conditions of Use Agreement is not accepted and signed.

The details in this document are not intended to be an exhaustive list of matters concerning residency.

3. TERMINATION OF OCCUPANCY

In accordance with provisions of the 'Registration and Conditions of Use Agreement', and without limitation to any rights arising by law, the ASC may, by giving a Resident a written notice, terminate a Resident's accommodation and evict them from the Residences if they breach any

provision of the Residences Rules and Regulations, provide false or misleading information or are convicted of any criminal offence during occupancy.

Residences Management reserves the right to require anyone to leave the Residences whose behaviour is considered by the ASC to be objectionable, improper or unacceptable and/or in violation of the Residences rules and regulations, Australian Federal or ACT State Laws.

4. ARRIVAL, BRIEFING, ORIENTATION

Upon arrival and when 'checking-in', a briefing will be provided for each Resident.

An orientation and induction briefing will also be conducted for long stay Residents and attendance is required. Failure to attend the briefing may result in residency being terminated.

Long stay Residents will be given a 'Room Inventory Checklist'. This checklist must be read by the Resident and returned to Reception promptly. Please note that if the list is not returned within 48 hours it will be taken by the ASC to mean that the Resident accepts the Room Inventory to be accurate.

The ASC reserves the right to allocate rooms as practical to optimise occupancy and best provide for Residents. Room change requests must be endorsed by the person responsible for the Resident or per any rooming plan requested at reservation time.

If required by Residences Management, Residents must be prepared to move rooms after adequate notice is provided. Depending on the urgency, staff of the Residences Management team may assist with packing and moving.

5. ACCESS

The ASC retains possession and control of the premises, the common facilities and the AIS Campus at all times.

After-hours access

Front doors of the Residences shut at 8.30pm. Access after then will need ASC Security assistance via intercom systems located at the pedestrian gate for the Residence of Champions or at the main entry to the Athletes Village.

Access cards must be kept with Residents at all times for identity purposes.

Unauthorised access, lost cards

Entering the complex by any other means than the front Residences entries is not permitted.

Residents must not give access cards to anyone else for any reason.

The loss or theft of a card must be reported to reception (when open) or Security immediately. Loss of cards are a serious breach of security as it may aid unauthorised access if found.

Replacement cards incur an additional charge. This needs to be paid for before new cards are issued.

All access cards issued on arrival must be returned on the day of departure. Access cards should be deposited with Reception if temporarily departing for more than 48 hours.

After hours Security Guards are not able to provide replacement cards afterhours. See Reception during Reception hours or send an email to residence.reception@ausport.gov.au.

Access to the Residence at reasonable times

The ASC reserves the right for its employees, contractors or agents to enter the Residence at reasonable times:

- to carry out repairs or maintenance;
- to provide various services and facilities;
- to carry out inspections with adequate notice;
- to display the room to prospective Residents; and/or
- for any other reasonable purpose.

Access to the Residence at any time

The ASC reserves the right for its employees, contractors or agents to enter the Residence at any time:

- if the ASC has reason to believe that the Resident may have abandoned their Residence;
- if the ASC has reason to believe that the Resident may have breached the terms and conditions of agreements or rules and regulations including without limitation a suspected breach of the prohibition of alcohol and illicit drugs within the Residence; and/or
- if the ASC has reason to believe the Resident is in a state of health where immediate assistance is needed.

6. BEHAVIOUR OF RESIDENTS

It is a condition of residency and in any ancillary use of other ASC facilities and property that Residents must at all times behave in a manner deemed acceptable by the ASC.

Without limiting what the ASC considers acceptable behaviour, Resident's must behave in a courteous, considerate and respectful manner toward others and the property of others and must not engage in any forms of harassment or physical, verbal or emotional abuse of others.

No alcohol policy, ASC Anti-Doping Policies

No alcohol, illicit drugs or banned substances must be brought in, stored or consumed in the Residences at any time or under any circumstances by anyone. This is in accordance with the ASC's Anti-Doping Policies.

All Residents involved in high performance sports are subject to the Australian Sports Anti-Doping Authority (ASADA) search and discovery program for doping control purposes.

Residents must report all alcohol or suspicious material found within the Residences. Any item not in identifiable packaging is considered suspicious especially powdered substances, vials, needles or syringes.

- Residents must not touch or move suspicious items. Leave them in the position and location found.
- Immediately report to Security and remain confidential about reporting the incident.
- Residents must be available for questioning by authorities and/or leave contact details. Keep a note of time and details of location where the items were discovered.
- Residents must not agree to store another resident's or visitors belongings.

Medication or dietary supplements in their original packaging are not reportable. If in doubt, report it anyway.

If a Resident receives alcohol, this can be lodged with Residences for holding until departure.

Residents must not engage in:

- any riotous, disorderly, drunken or improper conduct;
- an act, matter or thing which may in the ASC's reasonable opinion be annoying, dangerous, offensive or injure or prejudice the reputation of the ASC or the AIS Campus; or
- action which may have the effect of causing or threatening to cause loss of life or injury or danger to persons or destruction or damage to property, including damage to the AIS Campus or any equipment, facilities, fixtures, fittings, furniture or other items at the Residences or AIS Campus;
- alteration any property of the ASC or remove it from the premises or common facilities;
- actions to overload facilities, services or use them for anything other than their intended purposes; or
- smoking within the interior of Residences or near the Residences buildings.

Noise, disturbances

There must be no noise that affects other Residents at any time.

- Between 10pm to 8am, all noise or music must be turned down so it cannot be heard outside of rooms.
- No music, musical equipment, or instrument may be operated from balconies, common rooms, or anywhere that will cause disruption to other residents or the site
- Any group of residents roaming around will be reported to their group managers and/or directed to return to their rooms immediately.

If a Resident has a complaint about noise, it must be reported immediately to Reception, AIS Personal Excellence staff or Security (afterhours) so it can be dealt with effectively while it is occurring.

Residents returning after 10pm must go to their room in a quiet and orderly manner.

- If Residents return in an intoxicated state or are causing disturbance while returning, they will not be allowed to enter the Residences including if inappropriately presented.
- If any reasonable directions are ignored and the Resident continues to behave badly within the Residences, the Police will be called to intervene and take action.

Initiations prohibited

All initiation (also known as ragging or hazing) practices or ceremonies are strictly prohibited.

Initiation is defined as any forceful mental or physical requirement, demand or obligation placed upon any person or group of persons which could cause discomfort, pain, fright, disgrace, injury, or which may be personally degrading, or which violates residential rules and regulations.

Additional cost due to or arising from unacceptable behaviour by a Resident

Any additional services or labour provided above regular services covered within accommodation charges will be charged to a Resident if independently booked or their manager if part of group or staying on behalf of a sport. Additional charges may include any payments, costs, fees or fines that Residences must bear to repair, replace, remove, clean, refund or pay due to or arising from a Resident's negligence, wastage, carelessness, bad behaviour, accident or refusal to follow instructions. It also includes any payments made on behalf of Residents.

7. VISITORS TO THE RESIDENCES

Day visitors

Visitors are restricted to enter the Residences between 8.00am and 9:30pm daily.

- All visitors must sign in and sign out of a book provided at the Residences receptions. Residents must accompany and supervise their visitors at all times and ensure compliance with the Residences rules and regulations.
- Visitors arriving after 9:30pm will not be permitted to enter the Residences.
- Groups of visitors (or a stream of visitors) will not be permitted to access the Residences.
- Any external service personnel organised by the Resident to carry out any servicing of personal items will require signing in with Security before entering the Residences. Hereafter the resident will be responsible for them as a visitor of the Resident.

Overnight visits

Visiting parents, families and friends of Residents (both short and long stay) are able to book and stay at the Residences.

- Fire regulations and security reasons require an accurate record of who is living in the residences at any given time. Residents must make a booking with Reservations for personal visitors in advance.
- Accommodation for Resident's visitors is only permitted for short stays however duration will be at the discretion of Residences management.

8. RESIDENTS UNDER THE AGE OF 18 YEARS

The ASC does not exclude short stay Residents with family responsibilities however the Residences have been established for athletes and do not fully cater for the needs of young children living within the Residences.

People under the age of 18 years (under 18s) are permitted to stay in the Residences under the supervision of an approved adult. The Residences will not accept responsibility for under 18s and does not purport that the amenities and facilities provided are appropriate for children.

It is the adult supervisor's decision to set the level of supervision however this must meet all the requirements of the Residences rules and regulations.

The Residences reserves the right to terminate accommodation if appropriate and adequate supervision is not being provided to the satisfaction of the Residences and/or if the lack of supervision is impacting on other residents, services and operations, and health and safety.

Any booking that includes under-18s must be advised at the time of booking with details of the adult who will take on supervision responsibilities.

Under 18s wishing to book a visitor to stay in the Residences must obtain written approval from the person supervising them and provide this to Residences.

AIS Personal Excellence services including wellbeing support is available to high performance athletes as negotiated with a National Sporting Organisation. Please contact AIS Personal Excellence or see www.ausport.gov.au/ais/personal_excellence for further information.

Children under 8 years of age

Children under eight (8) years of age (under 8s) are not permitted to reside in or visit the Residences without the express, prior written permission of the ASC and agreement to adult supervision conditions.

Where the ASC determines that a child or children can stay in the Residences, it will be on terms and conditions determined by the ASC.

Any person wishing to have a child stay in the Residences must disclose and apply for approval to the ASC via reservations processes by providing notice in advance in a form required by the ASC. Such disclosure must be provided no later than at the time of making a reservation, and not at the time of arrival. Approval must be obtained from Residences Management before a reservation or arrival will be permitted. Failure to do so may result in a request to stay in the Residences being refused without cost to the ASC.

The Residences do not provide baby cots and if needed, this must be organised by the persons booking in advance of arrival.

The Residences reserves the right to allocate appropriate accommodation as it sees fit.

9. SECURITY

It is the responsibility of Residents to be security conscious at all times

- Ensure all room and block main entry doors are locked at all times for personal safety:
 - Room doors must not be chocked open at any time or door closers tampered. In certain blocks, room doors are fire rated due to fire-regulated block configuration.
 - Residents must not swipe unknown people into Residences, flats or blocks or allowed to enter. Residents will be accountable for any problems if this is done.
- Residents must not leave room cards in unsecure hiding locations.

- Windows, glass sliding doors open or unlocked when not in the room must be locked to prevent damage from rain and storms but also entry by intruders.
- Secure personal belongings within rooms as these are kept at the risk of the Resident. It is the Resident's responsibility to maintain insurance for personal belongings.
 - Residences do not provide safe keeping facilities for jewellery or money.
- Security must be notified immediately if any suspicious people or behaviour is noticed. This Includes if any disturbance is heard, noticed or Residents think anyone is in distress.

Restricted areas

There are certain out-of-bounds areas, facilities and services including:

- Kitchen, behind food buffets, barbeques when being used, and food storage areas.
- Cleaner's rooms and storage areas.
- Offices, behind Reception counters, Residences storage areas.
- Blocks, flats where the Resident is not staying, not known to Residents or not part of a group staying.

Photography, filming (video, other)

Photography or filming is not permitted by non-residents or any media within the Residences using any sort of mobile or professional devices without prior consultation, approval and arrangement with ASC Media and Residences management.

Where a resident is part of a group, photos or filming of group members only is permitted.

Residents are not permitted to take photos of others unless they have their consent.

10. HEALTH AND SAFETY RESPONSIBILITIES

An Emergency Procedures booklet and other general information about handling emergencies is located in key locations around the Residences for residents to refer to if needed.

The Resident must ensure that all use of the premises and facilities is done in a safe and proper manner. Residents must not bring into, or discharge within, the Residences anything that is likely to cause injury to anyone including themselves or cause damage to property. These include but are not limited to:

- Any firearms, weapons (including items that can be used as weapons), fireworks, explosives (and/or parts or ingredients for) flammable liquids or hazardous materials;
- Any equipment or item which:
 - Does not comply with any Laws or any applicable Australian standard or code of practice; or
 - Items that fail to meet the safety requirements of the ASC like lighting incense and candles and sources of ignition (matches, lighters, multiple piggy-backed power boards and double adopters).

If a material is deemed hazardous, Residences may need to arrange removal.

Resident must notify Residences or Security immediately of any concerns regarding WHS and any incident which may cause a risk to anyone. The following are examples however common sense must prevail in related types of risks.

- No one must climb out of windows, onto roofs, ledges or access any area via balconies.
- Riding bicycles, skateboards and rollerblades within Residences is not permitted.

Fire protection

Fire equipment, such as extinguishers, hoses, room doors and door closers, must not be used improperly or tampered.

In an emergency if there is no time to call Security, emergency services must be called by dialling "0", then "000". Resident must then advise Security.

Resident must not set off a false fire alarm purposefully or carelessly.

Maintaining rooms, accommodation areas

No area within the block should be cluttered or have belongings (i.e. books, bags, clothing, wires, etc) left across floors as these may cause trip hazards not only to Residents but staff.

Should an area deemed risky not be cleared within any timeframe provided, any items causing risk will be removed for safety reasons and may only be returned for a fee.

No furniture, facilities, equipment or supplies provided are permitted to be taken out of rooms, flats or blocks. Balconies must remain clear of any items at all times.

If in the opinion of Residences any item adversely affects the appearance of the residence area, either cosmetically or structurally, the Resident concerned will be asked to remove it.

No one must:

- Engage in water, food or toilet paper throwing or fights, or water bombing.
- Dump food or rubbish in toilets, tubs or showers.

Declaration of medically diagnosed food allergies

Food allergy details must be provided at reservation time on specific forms before coming to the Residences. Menus are focussed on food that is nutritionally designed for high performance and elite athletes. Requests for other food (other than approved dietary requests) will not be provided.

Illness

Residents, or those responsible for groups of residents, must notify Residences staff at Receptions or Security of illness or feeling of illness immediately including if it occurs overnight. This is so arrangements can be made and timely actions taken to ensure prevention of any spread of contagious illnesses to other Residents and staff.

A strategy will be put in place to ensure the comfort and wellbeing of the affected guest(s) and to ensure that any spread of illness to other guests can be minimised. If anyone is unwell prior to staying at the AIS, please contact Residences reservations for advice on whether or not it is appropriate to stay at the AIS.

- Anyone feeling ill must not enter the Dining Hall until the illness is confirmed or a Doctor advises an all-clear.
- Sick Residents may need to be isolated into a flat to prevent spread of contagious illness.
- In a flat, the Residents who are not ill may require to move to another flat to prevent any risk of virus spread.
- Managers of groups, colleagues or Residences staff may assist in bringing food to the sick Resident

The above measures have been established in conjunction with advice from authorities like ACT Health Protection Services and AIS Sports Medicine.

Outside of emergencies, Residents or their managers must organise their own transport to visit an offsite medical practice, or hospital, and/or to obtain medication.

If ill Residents require transport to Hospital or in an emergency, Residences or Security will call an ambulance. If Residents had to call an ambulance due to urgency, this must be reported to Residences or Security staff as soon as possible. This is so the ambulance can be directed appropriately and staff are on hand to assist.

The AIS Department of Sports Medicine at the AIS High Performance Centre provides world-class medical services to assist Australia's high-performance athletes achieve their performance goals. Medical services are provided to high performance athletes categorised under Australia's Winning Edge initiative. The Department of Sports Medicine does not provide medical services to members of the general public or to staff members.

Services provided by the Department of Sports Medicine include:

- Diagnosis and treatment of injury and illness
- Medical advice
- Athlete screening services
- Immunisation services and travel medicine advice
- Registration of athletes on the self-injection register, as required

Operating hours are Monday - Friday, 8:30 AM - 5:00 PM

Call the AIS High Performance Centre Reception on 6214 1253 for further information.

All incidents, illness, injuries, potential causes of injury or a dangerous occurrence associated to visitors to the AIS site must be recorded on the incident and injury report form immediately. This can be obtained at the Residences receptions or Security.

Pest Control

Residents will be held responsible for any pest infestations caused by negligence. An example is insects brought in via luggage or caused by dirty dishes left by Residents (including rodents).

11. RESIDENTIAL LIVING

Assignment and Subletting

Resident must not assign rights to anyone else or sublet any part of the Residence to them.

Residents are not permitted to have anyone cohabitate within their room if designated or booked for one person. Visitors are not permitted to stay overnight without being booked in advance with Residences reservations or Events and Sports Camps.

Good treatment of residential facilities is required. Residents must not:

- Carry out any works including repairs, installations, marking, painting, drilling into or otherwise defacing any part of the premises or common facilities or making any alteration to the structure, fittings, decorations or furnishings of the Residences.
 - Includes use of adhesives (glue, sticking tape, adhesive hooks) or installing hooks.

- On departure, any damaged or missing items will be billed to the Resident.
- Keep pets of any sort. Residents must also not feed ferrel animals on the campus.
- Display any material that is indecent, offensive and disrespectful.
 - For example no nude or pornographic images must be displayed in either static or electronic form anywhere within the Residences, including as a screen saver.
- Cover windows other than with the curtains supplied. No items must be displayed in, or outside any window, or on external window shades or structures or windowsills.
- Hang clothes, or any other materials in any area of the block, flat balconies, or other external areas. Use electric driers or areas where clothes hanging lines are provided.
- Remove or cover Residences notices or information wherever displayed.

Maintenance services

All maintenance requests or reports of damage must be lodged with reception as soon as discovered. Should the Resident neglect reporting maintenance problems it could cause more damage and increase repair costs.

Only emergency services are given first priority and provided after hours and weekends.

Departure

All Residents departing must vacate their rooms by 10.00am on the day of departure.

- Residents or groups may be charged for late departure if departure is not on time.
- Long stay Residents departing permanently must adhere to a pre-departure inspection.
- Any belongings left in rooms or blocks after 10am will be considered abandoned. These will be removed if the Resident is not contactable or unable to remove their belongings within a required time.
- No responsibility will be taken for the safety or security of abandoned belongings.
- The Residences will not make any effort to contact Residents regarding abandoned belongings.
- Abandoned belongings will be disposed as storage space is not available.

Temporary departure from Residences

Resident must advise Reception when departing for more than 48 hours if this fall in the middle of their booking or in the case of long stay Residents.. This is so accurate records of occupancy are maintained for emergency and security services.

Personal items

Flats are heated and cooled, non-flat rooms are provided with oil heater and fan. All bedrooms are provided with full bedding and furniture. No additional heating, cooling appliances or bedding (including furniture) must be therefore brought into residences.

Powerful stereos, speakers, or music systems are not permitted (including loud musical instruments or audio-visual gear). Personal music playing devices are allowed, subject to reasonable use. Residents wishing to bring other items should obtain permission from Residences before arrival. Non-approved items may be confiscated.

Storage

Residents are expected to make external storage arrangements for belongings not being used or not permitted in the Residences (ie furniture, etc). Flat or block areas may not be used for storage.

If a long stay Resident is departing (including temporarily per booking), rooms must be completely cleared and belongings signed in with Residences staff and stored in approved storage where storage will be approved and permitted by Residences.

Belongings must not be stored in fellow Residents rooms or common areas within a flat

Laundry facilities

It is important that laundry machines are used sensibly and in accordance with the manufacturers' instructions. Laundry equipment in particular should not be overloaded. Any laundry area must be kept tidy. If messy, unidentified clothing lying around for more than three days may be removed and treated as abandoned belongings.

It is the responsibility of the Residents to regularly clear the lint from clothes driers.

Cleaning

Residences contract cleaners work on tight schedules therefore must be able to access all common areas and bedrooms as required. Where room servicing is organised, requests for changing the cleaning day will not be accepted.

Cleaners are not responsible for general tidying of Resident's belongings or washing dirty dishes. They are not permitted to provide extra services (including accepting anything for providing this).

Sinks and counter tops must be free of any items for effective cleaning and disinfection of the area. No dirty dishes must be left unwashed. These will be disposed if found after notice.

Any food whose expiry date has passed, obviously old or rotting will be disposed immediately.

Mattress protectors must be used on beds at all times and a sheet over the protector covering the bed. This includes if using personal linen. Residents must inform Residences immediately if any linen is unhygienic due to any issues.

All Residents are responsible for regular removal of rubbish from rooms. Rubbish must be placed in the right garbage or recycling bin. Rubbish must not be left outside rooms, stairs or walkways. Excessive rubbish, empty boxes must be disposed to the large hopper next to the staff car park which is adjacent to the Athletes Village.

Broken glass or sharp objects must not be disposed in room or garbage bins. Broken glass must be taken to the hopper next to the staff carpark adjacent to the Athletes Village or (if a small quantity) placed in a special box at Reception.

All medical sharps should be disposed of safely in contaminated sharps containers provided at the AIS Department of Sports Medicine. For assistance in the provision of sharps containers and their correct disposal please call the AIS High Performance Centre Reception on 6214 1253. On weekends speak to Residences reception.

No one must conduct hair cutting in any area of the Residences.

Room inspections for long stay residents

A schedule of room inspections will be organised by Residences to ensure Residents are complying with rules and regulations and maintaining their flats, blocks and rooms in a reasonable, neat and tidy state.

At the final inspection of departing long term Residents, rooms must be cleared of all belongings and rubbish including items from walls and blue tac.

Central areas of Residences, Grounds, Recreation Room

The landscaped gardens central to both residences are for the enjoyment of all Residents.

- No sports must be played in this area that may damage gardens or facilities.
- Reservations may provide an area to specific Residents or groups for a period of time.
- Sunbathing in lawns or external areas of Residences should be done in a decent manner.

Promotion

Residents must not market, promote or advertise (using any media or materials), any activities or events other than what is approved by the Residences. Any unauthorised notices, posters, fliers, or other materials will be collected and disposed or the Resident may be directed to clear this.

Associations, clubs, societies or external interest group (registered or unregistered) activities (including sponsored or brokered activities) are not permitted in the Residences or the wider AIS Campus without the written permission of the Residences Management.

Permissions

Parties, social gatherings or external barbecues are not permitted without prior approval by Residences management.

A written application is required with details at least five working days in advance.

- No guarantee is provided of approval.
- Details of reasons for disapproval will not be provided.
- Approvals will not be provided outside of business hours, over the phone.
- If any activity is carried out without approval, it will be stopped immediately.

Bicycles

Bicycles must not be kept in accommodation areas due to fire regulations. If found they will be removed and locked into storage.

- Unclaimed bicycles will be disposed of after an initial warning notice is issued.
- Servicing or cleaning of two wheelers must be done outside the Residences.

A small number of bicycles are maintained by Residences and ASC Logistics as a service to long stay high performance residential athletes. These can be loaned per an agreement signed under the responsibility of the athlete.

If needed, minor repairs and servicing can be carried out by Logistics as part of the service. No responsibility will however be taken for the bicycle or its operation while in the care of any resident.

While residents are permitted to bring their own bicycles, these must not be stored within accommodation areas due to fire regulations imposed on residential facilities.

- Bicycle storage lockers are available at no cost and conveniently located within each residence.
- Unclaimed bicycles will be disposed of after an initial notice period is issued
- Servicing or cleaning of two wheelers must be done outside the Residences

Computer Access

Other than advice on connecting to the internet or WiFi access, no IT technical services are provided for personal computer issues. If ASC IT download limits and firewalls are inadequate, Residents must set up a private service.

Residences do not take any responsibility for loss of data, hardware or software issues that occurs with a Resident's computer after plugging into the ASC network or due to drop in services.

Residents must connect to data ports with proper connections. Data ports must not be dismantled.

Packages, parcels, important mail

Residents require checking the package register and signing for items after showing ID.

- Mail not collected within a month is returned to sender. Mail forwarding is not available.
- No Resident must collect anything for another Resident unless approved by the Resident's manager in writing.

Telephone

Due to privacy regulations, Residences cannot provide external callers details of resident's room numbers, personal contact information or room telephone extension numbers.

12. DINING HALL AND CATERING OPERATIONS

- The Dining Hall is a shared space and not exclusively for any one group.
- All guests must follow the reasonable directions of Dining Hall Monitors.
- The Dining Hall must not be used for any other purpose than having meals during meal times. For example it is not a venue for meeting or personal work during or after meal times. Once eating is complete, diners are expected to leave.
- No food, cutlery or crockery must be taken out of the Dining Hall including by staff, unless through the High Performance Room by approved high performance athletes.
- Only AIS Nutrition approved high performance athletes are permitted to access additional food services.
- Any Dining Hall items found in blocks or rooms will be returned to the Dining Hall with possible charges to individual or group accounts.
- Residents must allow high performance athletes to go the front of queues to access the food serving areas first.

Anyone misbehaving or leaving a mess will be evicted from the Dining Hall.

- Group/camp Managers and/or Supervisors must ensure their group members are behaving appropriately.
- Diners must return plates, utensils to the wash-up area and scrape leftover food into bins.
- No throwing of food at anyone or anything is permitted or acceptable.
- Diners must not sit on tables, or place their feet on chairs or seats.

Food is ordered to meet anticipated needs. Additional helpings are permitted but wastage is strongly discouraged. Should wastage be excessive, this may be charged to the individual or group. Visitors and ASC staff (non-Residents) must pay for all meals before entering the Dining Hall. Where prior approval has been provided by Programs, visitors or ASC staff may have meals charged to their Program via pre-booking or authorisation on their Security issued access card.

Dining Hall access must not be provided to unauthorised people or who do not have a valid card.

No food or refund is provided in lieu of meals not eaten at the Dining Hall. Only paid for packed meals or coffee club items ordered through the online systems or via Events and Sports Camps may be collected from the Dining Hall.

A dress code is applicable when in the Dining Hall:

- Brief clothing, being topless or barefoot, caps or hats are not permitted.
- Residents wearing sleep wear or towels must not enter the Dining Hall.
- If coming from training, showering will be required before entering.

Nutrition

See the section under 'Health and Safety requiring the declaration of medically diagnosed food allergies.

Food allergy details must be provided at reservation time on specific forms before coming to the Residences. Menus are focussed on food that is nutritionally designed for high performance athletes. Requests for other food (other than approved dietary requests) will not be provided.

All meals are accompanied by nutrition cards that detail potential allergens, gluten or dairy content, include a list of ingredients and contain a nutritional analysis. It is the responsibility of the Resident to consult these cards or the Chef at meal times to find out more information about specific ingredients contained in the meal choices.

Resident who has medication for allergies must bring this when coming to eat at the Dining Hall.