

WELCOME

YOU WILL RESPECT...

CONDITION OF STAY

Conditions of Stay are the rules to follow if you stay in our hostels.

YOUR AGREEMENT

You will help AHL make the experience of **every** resident and staff member in **every** hostel safe and comfortable.



THE SAFETY, PEACE AND PRIVACY OF OTHERS

- Never bring alcohol or drugs onto the premises
- Never use violence or abusive language
- Bring no visitors to the hostel unless permitted



OUR HOSPITALITY

- Pay for your accommodation before your stay
- Talk to staff first if you think you have to stay for longer than planned



THE HOSTEL ENVIRONMENT

- Use designated smoking areas
- Keep shared spaces and facilities clean and tidy
- Treat fellow residents thoughtfully
- Be patient and polite with hostel staff



OUR RULES ABOUT CHILDREN

- Make sure children under 16 attend school
- Supervise children and teenagers at all times

WE WILL RESPECT...

CUSTOMER SERVICE CHARTER

Our Customer Service Charter sets out the standard of accommodation you can expect from us.

AHL'S COMMITMENT

AHL will work hard to ensure that our customer service and the experience of every resident every night in every hostel meet your expectations of safety and comfort.



YOUR SAFETY AND COMFORT

- A tidy, safe, welcoming place to stay
- Comfortable beds and clean rooms
- Good meals



YOUR DIGNITY AND PRIVACY

- Being friendly and considerate
- Listening to your concerns
- Keeping your personal information safe
- Responding to your needs



VALUE FOR MONEY

- Keeping down the cost of your stay



YOUR LANGUAGE AND CULTURE

- Being aware of the languages you speak
- Communicating clearly with you
- Accepting and upholding your traditions

HAVE YOUR SAY! Tell us if we're not keeping our commitments — or even if we are!
Call **1800 640 836** or go to **ahl.gov.au/contact**