

Guest Code of Conduct

There is zero – tolerance for disrespectful, rude, abusive or inappropriate behaviour that makes TIA team member or other guests feel uncomfortable.

The Island Accommodation (TIA) is open for all travellers, regardless of race, gender, age, sexual orientation, religious beliefs, political persuasion and physical or mental impairment. However, all guests staying at TIA are expected to behave in a manner that does not prevent other guests from enjoying their stay. The expected behaviour by guests is classified in the criteria below and these comprise the TIA Guest Code of Conduct.

Co - Living

As you will be sharing property facilities and perhaps a room with other guests, you will treat other guests with respect at all times, allowing them the quiet enjoyment of our facilities and services. TIA will not accept:

- any form of harassment or causing our employees or other guests to feel uncomfortable and /or unsafe
- aggressive behaviour, verbal abuse or any form of intimidation
- guests with a notifiable, infectious disease that could present a health and safety risk to others
- excessive noise
- consumption of alcohol and / or being under the influence of illegal substances
- anti-social or disruptive behaviour
- poor personal hygiene likely to cause offense
- the filming or photographing of any person at TIA premises without their consent
- guests allowing an unauthorised person to access guest only areas of the property.

Illegal Activities

No guest shall undertake any unlawful activity on TIA premises and staff may notify the police of any such activity. This would include:

- any breach of a public health order
- sale or possession of illegal substances
- wilful damage to TIA property or the property of others
- theft of personal belongings, including labelled food left in guest kitchens
- smoking and/or vaping in a non-smoking area
- interference with hostel fire protection measures.

Property Guidelines

To operate effectively for all guests, TIA has a range of operational procedures which all guests are expected to follow. These include:

- presenting photo identification (or acceptable alternative forms of identification) at check-in
- providing credit card details for security and accepting liability to provide compensation for any damages incurred by TIA as a result of their direct actions, including activation of the fire alarm
- adhering to checkout times
- payment in advance for accommodation which must be made by the guest

At times, TIA staff may be required to issue further instructions to guests. Guests are expected to comply with any reasonable request made by staff. Aggressive and/or threatening behaviour towards staff will not be tolerated.

Failure to meet TIA Guest Code of Conduct may result in the following:

- the manager requesting the guest to leave the premises
- additional charges to credit card
- suspension from the venue