



Broadwater Resort – Leavers Policy & House Rules

Welcome to Broadwater Resort for Leavers

Thank you for choosing Broadwater Resort Busselton for your Leavers celebrations. We are proud to host an exclusive Leavers week and are committed to providing a safe, enjoyable, respectful, and secure environment for all guests, staff, and visitors.

All Leavers bookings are managed through SureThing. By confirming your booking and checking into the Resort, all guests agree to comply with this Leavers Policy, the Resort's Terms & Conditions, and all directions provided by Resort staff and security personnel.

Guests are expected to respect the Resort, its facilities, neighbouring guests, staff, security personnel, and the local community at all times. Failure to comply with these rules may result in immediate eviction without refund and additional charges where applicable.

This policy is reviewed annually and may be updated prior to each Leavers season.

1. Check-In & Check-Out

Check-In

- Check-in commences from 2:00 p.m. and closes at 5:00 p.m. on the designated arrival date.
- All registered guests listed on the booking must be present at check-in.
- Guests must present:
 - Valid government-issued or school-issued photo identification; and
 - A valid current Leavers wristband.
- There is no luggage storage available at the Resort. Guests should plan arrivals accordingly.

Check-Out

- Check-out is between 8:00 a.m. and 10:00 a.m. on the designated departure date.



2. Resort Access & Security

Broadwater Resort operates as a restricted-access Leavers property during the designated Leavers period.

Access to the Resort is strictly limited to:

- Registered Leavers staying at the Resort;
- Approved registered Leavers attending as authorised visitors in accordance with the Visitor Policy outlined in Section 4;
- Broadwater Resort staff and authorised contractors;
- Licensed external security personnel engaged by the Resort;
- Emergency services personnel; and
- Approved Red Frogs volunteers.

Parents, guardians, family members, and members of the public are not permitted inside the Resort or Resort grounds at any time during Leavers week.

All approved visitors who are not registered Resort guests must comply with the strict visitor conditions set out in Section 4 of this policy.

Resort Security

- External licensed security personnel will be onsite throughout Leavers week to assist with:
 - Guest safety and welfare;
 - Visitor and access management;
 - Enforcement of Resort policies; and
 - Emergency response assistance where required.
- Resort staff will also be onsite and contactable 24 hours a day throughout Leavers week in the event of an emergency or urgent issue.
- All guests and visitors must comply with directions issued by Resort staff and security personnel at all times.

Approved Support Services – Red Frogs

- Red Frogs are an independent volunteer support organisation that provides safe, positive, and practical support to young people during School Leavers celebrations across Australia.
- Red Frogs volunteers may be onsite during Leavers week to assist guests with welfare support, safety assistance, and general wellbeing services.
- Guests are expected to treat Red Frogs volunteers with the same respect afforded to Resort staff and security personnel.

3. Wristbands & Identification

- All guests and approved visitors must wear their Resort-issued wristband at all times while onsite.
- Wristbands are non-transferable.
- Guests aged 18 years and over will also be issued with an additional wristband identifying that they are of legal drinking age.
- Lost or damaged wristbands will incur a replacement fee.
- Resort staff or security may request identification at any time.

4. Visitor Policy

The safety and security of guests is our highest priority. Strict visitor rules apply at all times.

Visitor Conditions

- Visitors are permitted only between 10:00 a.m. and 5:00 p.m. daily.
- All visitors must be signed in by 4:00 p.m.
- No visitors are permitted on arrival day.
- Visitors must:
 - Be a registered Leaver with a valid current Leavers wristband;
 - Present valid photo ID;
 - Surrender their ID to Reception while onsite; and
 - Be signed in and signed out by the same registered guest.



Visitor Limits

- A maximum of one (1) registered visitor per every two (2) guests staying in the room is permitted at any one time.

Strict No Unregistered Guest Rule

- Unregistered guests or guests remaining onsite outside approved visitor hours are strictly prohibited.
- This rule is non-negotiable and exists to protect the safety and wellbeing of all Leavers staying at the Resort.
- No warnings will be issued for breaches of the visitor policy.
- Any breach may result in:
 - Immediate eviction of the visitor;
 - Immediate eviction of all occupants of the room involved;
 - Loss of visitor privileges for associated rooms or school groups; and
 - Cancellation of the remainder of the booking without refund.

5. Alcohol & Drugs

Alcohol

- Guests aged 18 years and over may consume alcohol responsibly within permitted Resort areas.
- No glass containers are permitted in or around the pool area.
- Guests must dispose of rubbish appropriately.
- Guests under 18 years of age must not consume alcohol onsite.
- Supplying alcohol to minors is strictly prohibited and may be referred to WA Police.

Illegal Drugs

- Illegal drugs and prohibited substances are strictly forbidden.
- Any illegal substances found onsite may be confiscated and surrendered to authorities.
- Any guest involved may be evicted immediately without refund.



6. Behaviour & Noise

Guests are expected to behave respectfully toward other guests, staff, contractors, neighbouring properties, and the Resort itself.

The following behaviours are prohibited:

- Excessive noise;
- Aggressive, threatening, or abusive behaviour;
- Anti-social conduct;
- Damage to Resort property;
- Unsafe behaviour; or
- Failure to follow staff or security directions.

Excessive noise or disruptive behaviour may result in one warning only. Serious breaches may result in immediate eviction without refund.

7. Property Damage & Cleaning

- Registered guests are financially responsible for any damage caused to Resort property, furnishings, fixtures, or equipment, including damage caused by visitors.
- Rooms and common areas must be kept reasonably clean throughout the stay.
- Additional rubbish bags are available upon request.
- Rooms must be left in substantially the same condition as upon arrival.
- Departure inspections will be conducted.
- Excess cleaning, rubbish removal, damage repairs, missing items, or smoking-related cleaning costs may be charged to the registered guests and/or deducted from the security bond.

8. Smoking & Vaping

- Smoking and vaping are strictly prohibited inside rooms, balconies, and indoor Resort areas.
- Smoking is permitted only in designated smoking areas.
- A cleaning fee may apply for smoking inside rooms or buildings.



9. Keys & Security

- Each room will be issued two keys upon check-in.
- Lost keys may incur a replacement and lock reconfiguration fee.
- Guests must ensure rooms are securely locked when unattended.

10. Resort Facilities & Safety

Guests use Resort facilities at their own risk and must follow all posted signage and staff instructions.

The Resort reserves the right to:

- Restrict access to facilities;
- Close facilities for safety or operational reasons;
- Remove guests from facilities for inappropriate behaviour; or
- Engage security or law enforcement where necessary.

11. Compliance With Laws

All guests and visitors must comply with:

- Australian laws;
- Western Australian laws and regulations;
- Local government requirements; and
- Any lawful direction given by Resort staff, security personnel, emergency services, or police.

Any unlawful activity may be reported to WA Police.



12. Eviction & Cancellation Rights

Broadwater Resort reserves the right to refuse entry, cancel bookings, or evict guests or visitors without refund where:

- House rules are breached;
- Illegal activity occurs;
- Guest safety is compromised; or
- Behaviour is considered disruptive, unsafe, or unacceptable.

The Resort's decision in these matters is final.