NZLC®

NEW ZEALAND LANGUAGE CENTRES

City Accommodation Handbook for Students



Read *this Handbook* in your language!

Please check the ***instructions on page 8***

Welcome to New Zealand!

This handbook has been created to help you understand what you can expect and what is expected of you during your stay in NZLC city accommodation.

Please read this handbook carefully before and during your stay. It includes important information about accommodation rules, safety, facilities, and student responsibilities.

If you have any questions or concerns, please contact the NZLC Accommodation Team. We are here to support you and help you enjoy your experience in New Zealand.

Contents

Contents 2
The City Accommodation Experience 3
Your responsibilities as a student 3
Communication 3
Shortening your stay 4
Extending your stay 4
Taking a Holiday 4
Cancelling Your Accommodation 4
General Rules & Guidelines 4
Park Tower - General Rules & Guidelines 5
IBIS Budget Auckland Central - General Rules & Guidelines 5
UniLodge Wellesley Apartments - General Rules & Guideline. 6
Laundry 6
Using the bathroom and shower 7
Check-out time 7
Keeping safe 8
Fire Alarms & Fire Safety 8
NZLC Contact Phone Numbers 8
Read this Handbook in your language! 9

The City Accommodation Experience

Living in city accommodation is a great opportunity to experience independence while studying in New Zealand. During your stay, you will share common spaces with other residents and international students from different cultures and backgrounds.

To ensure a safe, comfortable, and respectful environment for everyone, students are expected to follow the accommodation rules and always show consideration towards others.

Your responsibilities as a student

- ***Politeness and Courtesy:*** New Zealanders value politeness, so saying "**Please**" and "**Thank you**" is highly regarded. Please be respectful to other residents, staff, and neighbours. Keep noise at an acceptable level, especially during the evening and nighttime.

- ***Cleanliness and Shared Spaces:*** Students are expected to keep their rooms tidy and clean up after using shared facilities such as bathrooms, kitchens, laundry areas, and common spaces.
  - If you are staying at UniLodge, you are responsible for helping keep the apartment shared kitchens, bathrooms, and common areas clean. Please discuss and follow the cleaning arrangements or roster agreed upon with your flatmates/residents.

- ***Building Rules:*** Please follow all accommodation rules, including visitor policies, smoking restrictions, and security procedures.

Communication

Living in a foreign country can be challenging, and you may sometimes experience communication difficulties. Be patient and try alternative ways to communicate, such as writing, speaking slowly, or using translation apps. Below are some helpful phrases you may use during your stay. Below are some helpful phrases you can use:

General Communication

- I lost my key card.
- My room has a problem.
- The Wi-Fi is not working.
- The shower/toilet is not working properly.
- Could someone help me with this?

Emergencies

- I need help.
- There is a fire alarm.
- Could you call an ambulance?
- Who should I contact in an emergency?

Kitchen/ shared spaces

- Is anyone using this space?
- Sorry for the noise.
- Could you please clean up after using the kitchen?

Laundry

- How do I use the washing machine?
- How do I use the drier?
- Is the laundry room open now?

Unilodge residents

- Is there a cleaning roster for the apartment?
- Do I need to buy cleaning supplies?
- What are the quiet hours in the apartment?
- What are the apartment rules?
- Is it okay to have visitors?

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Shortening your stay

If you decide to leave your accommodation before your confirmed check-out date, you are required to provide written notice in advance. The required notice period is:

- **3 weeks for Park Tower**
- **2 weeks for IBIS Budget Auckland Central**
- **3 weeks for UniLodge Wellesley**

Please inform the NZLC Accommodation Team as soon as possible. If you do not give the required notice, then you may still need to pay for up to the remaining extra stay fee. The remaining amount will be refunded to you after you have left your host family. **An administration fee of $100 will be charged.** You must also let the NZLC Student Services staff know your new address and mobile number.

Extending your stay

NZLC can guarantee accommodation for the paid booking period only.
If you wish to extend your stay in city accommodation, you must contact the NZLC Accommodation Team in advance:

- **At least 3 weeks in advance for Park Tower**
- **At least 2 weeks in advance for IBIS Budget Auckland Central**
- **At least 2 weeks in advance for UniLodge Wellesley**

All extension requests are subject to room availability and confirmation from the accommodation provider. Students must not make private arrangements directly with the accommodation provider. All accommodation arrangements and extension requests must be made through NZLC.
Additional accommodation and administration fee $100 will be charged.

Taking a Holiday

If you would like to keep your room and leave your belongings in the accommodation during your holiday, you must continue paying the normal accommodation fee to reserve the room.

If you decide to cancel your accommodation while traveling or during a holiday period, the notice period will apply. If you wish to book accommodation again after cancelling, a **new placement fee** will apply.

Cancelling Your Accommodation

If you decide to cancel your accommodation, the notice period will apply. If you wish to book accommodation again after cancelling, a **new placement fee** will apply.

Important Information

- All holiday or accommodation changes must be arranged through the NZLC Accommodation Team.
- Accommodation extensions or re-bookings are subject to availability.
- Students should inform NZLC in advance about any long absences or holiday plans.

General Rules & Guidelines

Please remember that Park Tower, IBIS Budget Auckland Central and Unilodge Wellesley have their own accommodation policies and house rules. Students are expected to follow all accommodation rules during their stay.
Failure to follow the accommodation rules may result in warnings, additional charges, and termination of the accommodation agreement.

Park Tower - General Rules & Guidelines

Students are expected to follow the accommodation rules, respect shared spaces, and always be considerate of other residents. Failure to follow the accommodation rules may result in warnings, additional charges, or termination of the accommodation agreement. Please read the following guidelines carefully:

- Please always keep your room clean and tidy.
- Quiet hours begin at 9:00pm. Please keep noise at an acceptable level.
- No parties or excessive noise are permitted.
- Smoking and vaping are prohibited inside the building. Smoking is only permitted in the designated outdoor smoking area.
- Cooking is not allowed inside bedrooms.
- Kitchens and communal areas must be cleaned after use.
- Guests are limited according to Park Tower policies.
- Fire alarms caused by negligence may result in significant call-out charges. E.g. unattended cooking (fees can be up to $1000).
- Students are responsible for any intentional or negligent damage to the property.
- Key cards must not be shared with non-residents.
- If you lock yourself out of your room, there may be a fee of $30 each time.
- If you lose your key card, a replacement Key card will cost $50
- If you dump your rubbish in a non-designated, a fee of $50 will apply.

IBIS Budget Auckland Central - General Rules & Guidelines

IBIS Budget Auckland Central aims to provide a safe, comfortable, and respectful environment for all guests and residents. Students are expected to follow the accommodation rules and be considerate of other guests during their stay. Please read the following guidelines carefully:

- Please keep your room clean and tidy during your stay.
- Smoking is strictly prohibited inside rooms and all public areas of the building. Additional cleaning or fire alarm fee of $200 may apply.
- Please keep noise levels at a minimum, especially during nighttime, to respect other guests and residents.
- Parties are not permitted in rooms. A maximum of 4 people are allowed in a room at one time due to safety regulations.
- Students are responsible for the behaviour of their visitors at all times.
- Reception will not provide room access to third parties or visitors. Students must personally escort their guests.
- Maintenance issues should be reported to reception as soon as possible.
- Rubbish must be disposed of in the designated rubbish area and must not be left in hallways or outside rooms.
- Fire alarms caused by negligence may result in significant call-out charges. E.g. unattended cooking (fees can be up to $2000).
- Illegal activities and drug use are strictly prohibited and may result in immediate termination of accommodation.
- Students are responsible for any damage caused to the room or hotel property during their stay.
- If you lock yourself out of your room, a fee of up to $30 may apply each time.
- If you lose your key card, a replacement Key card may cost up to $50

UniLodge Wellesley Apartments - General Rules & Guideline.

At UniLodge Wellesley Apartments students are expected to take responsibility for their own rooms, respect shared spaces and flatmates, and follow all UniLodge accommodation rules during their stay. Failure to follow the accommodation rules may result in additional charges, formal warnings, or further action under the tenancy agreement.

- Please keep your bedroom clean, tidy, and pest-free at all times. Regular room inspections may be carried out.
- Shared kitchens, bathrooms, and common areas must be kept clean and tidy after use.
- Quiet hours are from **10:00pm to 6:00am**. Please keep noise to a minimum during this time.
- **Parties and large gatherings are not permitted during quiet hours.**
- Students may have up to 4 daytime guests at one time. Guests must be signed in and out at Reception and must remain with their host.
- Overnight guests are limited to one guest at a time and up to two overnight visits per calendar month. An Overnight Guest Form must be completed before the visit.
- Smoking and vaping are strictly prohibited on the premises. **A $100 fine may apply**.
- Alcohol must not be consumed in public or shared areas, including hallways, kitchens, and TV lounges.
- Rubbish, recycling, and food scraps must be disposed of in the correct designated bins. Do not leave rubbish on the floor or beside bins.
- Students are responsible for any careless or intentional damage to their room or UniLodge property and may be charged for repair or replacement costs.
- Do not move furniture out of bedrooms or communal areas.
- Room changes are not permitted for stays of 4 weeks or less. For longer stays, room changes may be considered but **are subject to availability and approval**.
- Fire safety equipment must not be tampered with, and candles or incense are not permitted. Students must evacuate immediately when a fire alarm sounds.
- False fire alarms caused by a student or their guest may result in the full call-out cost being charged to the student.
- Students must follow all UniLodge building rules and the Resident Handbook for the full duration of their stay

Laundry

Students are responsible for doing their own laundry during their stay in city accommodation. Please use the laundry facilities according to the accommodation rules and be considerate of other residents when using shared laundry areas.

Park Tower

- Laundry facilities are available for residents. Students must pay to use the machines.
- Laundry facilities on residential floors must not be used after 9:00pm. Ground floor laundry can be used 24/7.
- Please remove your clothes promptly after washing or drying.
- Keep the laundry area clean and tidy after use.

IBIS Budget Auckland Central

- Paid laundry facilities are available for residents.
- Laundry fees must be paid before using the machines.
- Please follow the instructions provided by the accommodation staff when using the laundry facilities.

UniLodge Wellesley Apartments

- Commercial laundry facilities are available on the ground floor.
- Washing machines cost approximately **$3.00–$4.00 per cycle**.

- Dryers cost approximately **$3.00 per cycle**.
- Laundry machines accept **card payments**.
- Students must provide their own laundry detergent. Only detergent suitable for front-loading washing machines should be used.

Important Information

- During winter in New Zealand, clothes may take longer to dry.
- Please do not hang wet clothes inside bedrooms, wardrobes, hallways, or from windows/balconies.
- Be respectful of shared spaces and other residents when using laundry facilities.

Using the bathroom and shower

Please be considerate of other residents when using shared bathroom facilities and help always keep bathrooms clean and tidy.

- Showers should be kept reasonably short, especially during busy hours, to allow other residents to use the facilities.
- Toilets must be flushed after every use.
- Please do not place sanitary products, wipes, or other objects in the toilet. Use the bins provided where available.
- Bathroom areas, including sinks and floors, should be left clean after use.
- Students are responsible for bringing their own toiletries, including soap, shampoo, and personal hygiene items.
- Excessive steam, smoke, or misuse may activate fire alarms and result in additional charges.
- Please always be respectful of shared facilities and other residents.

Check-out time

Park Tower check out time is flexible but check at reception
IBIS Budget Auckland Central check out time is 10 am
UniLodge Wellesley Apartments Please confirm at reception

If you require a late check-out or need to store your luggage after check-out, please contact the accommodation provider directly in advance. Late check-out requests are subject to availability and additional charges may apply.

Before leaving the accommodation, please ensure:

- All personal belongings have been removed
- Keys or access cards are returned according to the accommodation instructions

Failure to return keys/cards or damage to the accommodation may result in additional charges

Keeping safe

- Your safety and the safety of other residents are very important during your stay in city accommodation.
- Please turn off lights, heaters, appliances, and electrical devices when leaving your room.
- Only use heaters or electrical appliances permitted by the accommodation provider.
- New Zealand uses **240-volt electricity**. Please check your devices before using them.
- Always keep your key card and room access details safe and do not share them with other people.
- Do not allow unknown people to enter the building behind you.
- Familiarise yourself with the building's emergency procedures, evacuation routes, and assembly areas.
- In the event of a fire alarm, follow the accommodation evacuation instructions immediately.
- Please report any maintenance issues, broken items, or damage to reception or the NZLC Accommodation Team as soon as possible.
- Students are responsible for any intentional or negligent damage caused during their stay.
- Please ensure NZLC has your current mobile number and emergency contact details during your stay.

Fire Alarms & Fire Safety

Please be careful when cooking, smoking, using steam, or using electrical appliances, as fire alarms in city accommodation are sensitive.

- Make sure you turn the exhaust fan when you cook
- Do not tamper with smoke detectors or fire safety equipment.
- Do not leave cooking unattended at any time.
- Smoking and vaping inside the building are strictly prohibited.
- Candles, incense, and open flames are not permitted in city accommodation.
- If the fire alarm sounds, students must evacuate the building immediately and follow the accommodation emergency procedures.

Please note that if a fire alarm is triggered due to negligence, misuse, smoking, unattended cooking, **excessive steam**, or any action caused by the student or their guests, the student will be fully responsible for all associated charges and fire brigade call-out fees.

Important: If you have any questions, concerns, or problems during your stay, please contact the NZLC Accommodation Team.

If you require urgent assistance outside office hours, please call the NZLC after-hours emergency number on **021 180 6300**.

NZLC Contact Phone Numbers

NZLC Auckland school phone: 09 303 1962
If you need to contact the school during school hours or speak to the Homestay Department, please call reception. School hours are Monday – Friday 8.30am – 5.30pm.

NZLC After-hours contact for URGENT MATTERS ONLY:

- **Airport transfers**: +64 27 676 8703 for flight delays and cancellations
- **NZLC After hours contacts: +64 21 180 6300**
- **NZLC WhatsApp number link**: https://wa.me/+64211806300
- **NZLC WhatsApp number QR code**:

Read this Handbook in your language!

1- Click on this link: https://nzlc.ac.nz/accommodation/city-accommodation/ use the QR code below to go to NZLC Website and translate the **"City Accommodation Handbook for Students**".

NZLC

2- **Translate**" button and selecting the flag of the country where your language originated. For example, if you are from Brazil, you need to select the Portuguese flag for translation.



