

## House Rules

Elysia Wellness Retreat, 165 Thompsons Road Pokolbin NSW 2320

The terms and conditions of your booking are here: <https://www.oakshotels.com/en/terms-and-conditions> and <https://www.elysiaretreat.com.au/terms-and-conditions/> or can be provided to you upon request from the front desk on check-in. By signing your registration card, you have agreed to be bound by those rules (including any House Rules or other rules that apply during your stay) and a failure to comply with these rules may result in the cancellation of any booking and you being evicted from the hotel as well as being liable for any losses we suffer as a result of your failure to comply with these rules (as set out in your booking terms and conditions).

### **The following House Rules apply to your (and your guests') stay in this hotel:**

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1. There is a strict no party policy to be complied with during your stay.
2. Smoking, vaping or the use of e-cigarettes or the consumption of illegal substances are not permitted in the property.
3. You must not engage in any illegal activities during your stay at the retreat.
4. You must not threaten, harass (including verbal abuse), harm or intimidate any person (including our team members and contractors) during your stay in the retreat.
5. You must treat all of our team members (including our contractors) with courtesy and respect at all times. Abusive or threatening language will not be tolerated and you may be evicted if you act in such a manner.
6. You must not sexually harass or discriminate against any of our team members (including our contractors).
7. You must not enter any private space without our permission to ensure the privacy and security of our team members.
8. You may provide feedback on our services provided that feedback is not aggressive criticism directed to our team members. You must ensure that you do not direct frustration towards our team members at any time.
9. You must use the facilities and areas of the retreat for their intended purpose and in accordance with any signage displayed or other direction of our staff (including directions relating to the safe use of facilities and other safety reasons).
10. No persons under the age of 18 years are permitted to be onsite and/or stay at Elysia Wellness Retreat.
11. The following items are strictly prohibited on the property (except where noted or provided by us):
  - Mobile phones – permitted in guest rooms only and must be in silent mode at all times (or in the case of use for emergencies);
  - Tobacco products;
  - Illegal or recreational drugs;
  - Food;
  - Chocolate and sweets;
  - Coffee and tea; and
  - Alcohol,Guests found to be in possession of any contraband items may be asked to surrender them for the duration of their presence/stay or, in serious cases, may be asked to leave the premises. These measures are in place to ensure a safe, peaceful, and restorative experience for all.
12. No alcohol or junk foods are permitted to be consumed in the common areas of Elysia Wellness Retreat in keeping with the health retreat environment.
13. The Guest acknowledges and agrees that if they utilise the Club facilities and/or participate in group fitness classes or personal training they agree to be bound by the Elysia Club Rules, located on our website. These are repeated here for clarity (see Annexure).
14. You must comply with any applicable by-laws of the body corporate of which the hotel forms a part of. A copy of the by-laws is available upon request from reception.

*In this document, "team members" means all of our staff, volunteers and consultants.*

*If you have any questions in respect of the above rules, please contact reception to discuss.*

*These rules may change at any time by us posting the new rules to this page.*

*Current Version: 30 April 2026*

## **ANNEXURE - Elysia Club Rules**

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The following Terms and Conditions apply to the use of the facilities at Elysia (in addition to the other Terms and Conditions). Subject to these terms and conditions and all laws, you use Elysia facilities and equipment at your own risk.

**1.1. ENTRY:** Entry will be refused, or you may be requested to leave the premises if:

- (a) You are using abusive or threatening language or behaving in a threatening way; or
- (b) You are under the influence of drugs or alcohol; or
- (c) You behave in another way that is considered by Elysia to be risky or seriously inappropriate.

**1.2. NON-SMOKING:** Elysia is a non-smoking facility. The smoking of cigarettes or electronic cigarettes (e-cigarettes or vapes) is strictly prohibited.

**1.3. RELAXATION ZONES:** Sauna, spa, and relaxation zone areas are available for male and female use and as such minimum standards of dress apply.

**1.4. MOBILE PHONES:** Mobile phones are not to be used within Elysia public areas, including the Reception, Restaurant, Day Spa, or fitness facilities (except in the case of an emergency). Phones must always remain on silent.

**1.5. WET AREAS:** Normal pool safety rules apply for the safety and convenience of all users. Pool areas are not supervised, and you use them at your own risk. You must follow all signs and never run, dive, or jump. For your own safety, the pool/spa and relaxation zones cannot be accessed during unstaffed hours.

**1.6. SUITABLE CLOTHES:** All members and guests must wear suitable clothes and enclosed sports shoes in any exercise areas, except for wet areas. We do not allow clothes with offensive images or inappropriate advertising.

**1.7. TOWELS:** You are required to use a clean towel when participating in classes and when exercising on gym equipment (including exercise mats) to maintain our hygiene and safety standards. You may be requested to cease training if you do not use a towel.

**1.8. CAMERA USE:** You must not use cameras without our permission. Taking photos or videos of other members, guests or Elysia employees without their consent is a breach of our terms and conditions.

**1.9. PERSONAL TRAINING:** Personal training services are available at Elysia for an additional fee. Please contact our Retreat Co-Ordinators at Elysia for more information.

**1.10. PARTICIPATION:** You acknowledge that participation in group fitness classes and personal training may expose you to certain risks causing personal injury. By participating in the group fitness classes or personal training sessions you accept the risks involved and release Elysia for any injury or damage arising out of your participation in group fitness classes and/or personal training sessions, except to the extent that Elysia has caused or contributed to such injury or damage. You must make sure you know how to exercise safely, by asking if necessary and immediately cease participation in any activity if health-related symptoms or injuries occur and advise us of this.

**1.11 PERSONAL BELONGINGS:** Guests promise not to take valuables into the facilities, even if they plan to put them in a locker. Valuables must be kept secure in your room.

**1.12 BOOKINGS:** Spa & Wellness Treatments are subject to availability with limited treatment times available each day. If booking accommodation, we recommend you pre-book any treatments at the same time to avoid any disappointment.

## **2. USE OF EQUIPMENT**

You are required to return equipment to their original state when you have finished, including:

- (a) Returning weights and bars to their rack;
- (b) Unloading plates from machines and bars; and
- (c) Returning equipment to its storage location in group fitness classes.

For the safety of you and others, please follow all equipment operating and safety instructions on the equipment. If you are not sure of correct use or operation of equipment, please seek assistance from a team member. Where functional training zones are available, please seek assistance from a personal trainer if you are unfamiliar with the equipment or its safe and appropriate use.

As a courtesy to other members, please use a clean towel when using equipment.

### **3. LEGAL RESPONSIBILITY**

#### **3.1. MEETING YOUR RESPONSIBILITIES**

You must inform us in advance and in writing if there are any risks to your health if you participate in fitness services and if required seek approval from your doctor or General Practitioner.

#### **3.2. PROMISING TO TAKE CARE**

You promise to:

- (a) Make sure that you know how to exercise safely, by asking if necessary;
- (b) Immediately cease participation in any activity if health-related symptoms or injuries occur and advise us of this;
- (c) Use your best endeavours to exercise safely; and
- (d) Not take valuables, even if you plan to put them in a locker.

#### **3.3. DAMAGE & PERSONAL INJURY**

To the extent permitted by law, we exclude any liability to you in Agreement, tort, statute or in any other way for any injury, damage or loss of any kind whatsoever (including, without limitation, any liability for direct, indirect, special or consequential loss or damage), sustained by you and/or any other person, or for any costs, charges or expenses incurred by you, arising from or in connection with a breach by you of this Agreement.

#### **3.4. LIMITATION OF LIABILITY**

Notwithstanding anything contained in these terms and conditions to the contrary and to the extent permitted by law and any warranty or guarantee provided under the Australian Consumer Law (which cannot be excluded, restricted or modified), we shall not be responsible for indirect damage, damage arising from consequential damage or special circumstances, including but not limited to loss of revenue, loss of profit, loss of use, loss of opportunity, arising out of the performance or non-performance of obligations under these terms and conditions or as otherwise implied by law.

Nothing contained in these terms and conditions excludes, restricts or modifies the application of any provision, the exercise of any right or remedy, or the imposition of any liability under the Australian Consumer Law or under any international consumer protection legislation, provided that, to the extent that such law permits us to limit our liability, then our liability is limited to:

- In the case of services, supplying the services again or payment of the cost of having the services supplied again; and
- In the case of goods, replacing the goods, supplying equivalent goods or repairing the goods, or payment of the cost of replacing the goods, supplying equivalent goods or having the goods repaired.