

## Ronald McDonald House GWS Day Pass Guest Agreement

*As a children's charity, the safety of the children, families, volunteers, and staff at RMHC is our absolute priority. For this reason, we ask all guests/families to confirm the statements below:*

- I have not been convicted of or am under investigation for an offence against a child (this can be by Child Protective Services or another similar agency).

I acknowledge and agree that I will abide by the following conditions while staying at the Ronald McDonald House:

- No one can be in the possession of any weapons or illegal drugs and these cannot be used, consumed, or stored anywhere on Ronald McDonald House property;
- All children under the age of 18 years of age must be supervised by a responsible adult in my family at all times;
- Only take photos and videos of my own family member and visitors;
- No one has been exposed to or diagnosed with a contagious illness, and we understand we must notify management immediately if that changes; and
- Will always display respectful and courteous behaviour. The following behaviours will not be tolerated within a Ronald McDonald House.
  - Physical, verbal or written abuse and or assault.
  - Discrimination and or harassment of any kind, including sexual harassment, intimidation, victimisation or bullying.
  - Any behaviour that is harmful, including derogatory, belittling or negative communication.
  - Careless or reckless behaviour.

- Behaviour that breaches any applicable laws or regulations.
- The day pass provided to you is of temporary nature and is at the discretion of the Ronald McDonald House Charities Greater Western Sydney (RMHC GWS). With notice from Management, you may be asked to leave early. Management reserves the right to refuse entry.
- Day pass visitor hours are from 10:00 am to 3:00 pm. All visitors must sign in with reception. Visitors are only allowed in the communal areas of the House located on the ground floor & basement, not in accommodation rooms.
- You acknowledge that while visiting RMHC GWS you are subject to continuous and ongoing camera surveillance in all public areas.
- The security and safety of your personal possessions is your own responsibility and RMHC GWS is not liable for any loss, theft or damage.
- Smoking is only permitted in the designated smoking area provided, which is the Multi-Purpose Hut located near the oval. Lighting and burning of any substance (smoking, candles, toasters in non-apartment rooms etc.) and vaping is not allowed in the House and you may be liable for call out fees charged by Emergency Services responding to an activated smoke alarm. These call out fees are in excess of \$1,500.
- You agree to notify RMHC GWS about any incidents during your visit.
- An appropriate dress code must be maintained in common areas of the House. Shoes or slippers must be worn at all times.
- You are required to properly handle and dispose of any potentially toxic or infectious materials.
- No medical or therapy services will be conducted in the House unless in the case of an emergency or with prior approval from RMHC GWS.
- Should the fire alert tone sound, you will follow all instructions given by staff or volunteers. In the event of an evacuation, you will leave the House immediately.

- RMHC GWS are committed to safeguarding all children and young people and you agree to take care to ensure inappropriate behaviour does not occur. You agree to notify a staff member if a child discloses information which indicates they may be at risk of harm, abuse or neglect.

**I/We have read the above conditions and agree to abide by the conditions listed above. I/We understand that if a family has been asked to leave the House because they have violated one or more of the conditions in place, they may not be eligible to return as a guest of the House or other RMHC GWS programs.**

*By signing below, I agree that I have read and understood this **Guest Agreement**.*

**Name & Signature Primary Carer 1:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Name & Signature Primary Carer 2:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**RMHC GWS Name & Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Privacy Collection statement:**

RMHC Australia Trust and the RMHC Chapters in Australia, (“we”, “us” or “our”) collect the personal information that has been requested from you in order to provide our service to you, accept your volunteer contribution, provide you information on the charity or process your donation and for other purposes set out in our [Privacy Policy](#). If we do not collect the personal information that we have requested from you, we will not be able to provide our service to you, accept your volunteer contribution, receive your donation to support the much-needed work of the charity or continue to inform you of the work that the charity does that directly impacts the lives of seriously ill children and their families.

Our [Privacy Policy](#) contains information about:

- how we may hold, use and disclose your personal information; and
- how you can access your personal information held by us and seek correction to this information.

If you have any questions about our Privacy Policy or how we treat your personal information, or if you would like a hard copy of our Privacy Policy, please contact the Chapter's Policy Officer by email [ourhouse.westmead@rmhc.org.au](mailto:ourhouse.westmead@rmhc.org.au) or phone (02) 9806 7111