

Guest Wi-Fi Service

Terms and conditions

Welcome to the Tenfold Hospitality Group (Tenfold) guest Wi-Fi service. Access is subject to the following terms and conditions which may be revised at any time. If you do not agree to comply with the terms and conditions, you must not access or use this guest Wi-Fi service.

What is this service and when can I use it?

The freely provided service is to provide Tenfold customers general internet access subject to these terms and conditions. Tenfold cannot guarantee the quality of the information that users may access on the internet via the guest Wi-Fi service. Users are responsible for determining the validity, quality and relevance of any information obtained whilst using the guest Wi-Fi service.

How do I access this service?

In order to use the guest Wi-Fi service you will need a suitable internet-enabled device with wireless LAN capability. To access Tenfold's guest Wi-Fi service you must agree to these terms and request the access password from a Tenfold staff member.

You may be disconnected from the service if:

- there is a breach of any of the stated terms and conditions;
- the wireless connection to the network you are accessing is lost, disconnected or becomes out of range.

Security

Tenfold cannot guarantee the security of the guest Wi-Fi service. Your access and use of this guest Wi-Fi service is at your own risk. The onus is on you as user, to ensure that usernames, passwords and security-based information are kept private and the firewalls are installed to prevent unauthorised access.

Tenfold will not be liable for any kind of loss or damage incurred as a result of use of the freely provided guest Wi-Fi service.

Privacy

Tenfold respects your right to privacy and will not capture any personal information while accessing the guest Wi-Fi service unless your consent is granted.

However, once you access the guest Wi-Fi service and open the internet browser application to the website, Tenfold will capture and process information about the web browser type and/or operating system information used by the enabled device in

order to determine the most effective and/or customised means of displaying the requested website on your device.

Tenfold will collect and store the IP and MAC address of the enabled device that has accessed the guest Wi-Fi service, once the terms and conditions have been agreed to.

Tenfold is not responsible for the use that any third party may make of personal information obtained through use of the guest Wi-Fi service and you should make your own enquiries to satisfy yourself of the applicable policies for use of private information by the websites accessed by you.

User obligations and appropriate behaviour

Tenfold intends for the guest Wi-Fi service to be used in a manner that does not offend the standards of the general community and may in its absolute and sole discretion, limit or block websites that do not meet those standards. You agree to not use the guest Wi-Fi service to access websites and/or content that include, but are not limited to, websites and/or content that:

- could cause Tenfold or its service providers to breach any law governing its conduct or to incur a liability to any third party;
- could interfere with the integrity and/or performance of the guest Wi-Fi service, the department network or equipment;
- depicts, alludes to, or promotes offensive or illegal behaviour;
- promotes racism, bigotry, hatred or physical harm to any group or individual;
- harasses or promotes harassment of another person;
- exploits people in a sexual or violent manner;
- contains nudity, violence or offensive subject matter or which may connect to adult websites;
- promotes conduct that is abusive, threatening, obscene or defamatory;
- intentionally infringes copyright;
- involves the transmission of junk mail, chain letters or unsolicited mailing, instant messaging or spamming;
- promotes criminal activity;
- contains viruses, Trojan horses, worms, time bombs, cancelbots, or other computer programming routines that may damage, interfere or intercept access; or
- could reflect poorly on the reputation of Tenfold.

If Tenfold becomes aware that websites are accessed in contravention of these terms and conditions, it reserves the right to immediately terminate and block the access without prior notice.

Users should be aware that Tenfold will report any criminal activities identified to the appropriate authorities.

Release and indemnity

By using this freely provided service, you release and discharge Tenfold, its directors and employees from any liability which might arise from the use of this service. To the maximum extent permitted by law, Tenfold, its directors and employees are not liable for any loss or damages sustained from the use of the guest Wi-Fi service.

By using Tenfold's guest Wi-Fi service, you release and discharge Tenfold, its directors and employees from any liability which might arise from the use of the service including liability in relation to defamatory or offensive material or any breach of the copyright which may occur as a result of use.

You agree to indemnify and must defend and hold harmless Tenfold, its directors and employees from and against all loss, damage, liability, charge, expense (including all reasonable legal and other professional costs on a full indemnity basis) of any nature or kind arising from your breach of these terms and conditions.

Speed and Reliability

Tenfold will take all reasonable action to provide reliable, stable and secure access to the guest Wi-Fi service, but does not guarantee that the guest Wi-Fi access will always be continuous, fault-free, secure or accessible at all times.