

LICENCE TERMS AND CONDITIONS 2018/19

Please read these Licence to Occupy Terms and Conditions carefully before applying for or accepting our offer of accommodation. These terms and conditions, with the room offer details, form the basis of your student accommodation contract with Royal Holloway, University of London (hereafter referred to as the College).

These terms and conditions apply to all Halls accommodation, couples accommodation, and non-Halls family accommodation, except where stated, and are designed to make residential life pleasant and safe for everyone. 'Room' and 'Halls' should also be considered to apply to couples flats and family accommodation, unless otherwise stated. Acceptance of the offer of accommodation creates a Licence to occupy residential premises let by the College, which is subject to the terms and conditions set out below.

1 ACCOMMODATION FEES

- 1.1 Students who are offered a room in Halls will be required to make a £300 prepayment online, as a part of the contract acceptance process. This payment will be put towards the first term's accommodation fees. At the discretion of the College, the £300 prepayment may be waived for students who accept an offer of accommodation for the 2018/19 academic year.
- 1.2 The prepayment will not be refunded under any circumstances except where:
- a) the College does not confirm a student's place at the College; or
 - b) a conditional offer holder who is not accepted onto their chosen programme is not offered a suitable alternative programme; or
 - c) in cases where students must decline a place at the College due to a research council's rejection of their grant application at a late date (supporting evidence to be provided); or
 - d) instances of visa refusal to commence study in the UK (supporting evidence to be provided).
- 1.3 Accommodation fees are payable in termly instalments on the dates shown in your offer of accommodation unless otherwise stated. Where payment is delayed without a reason given to and accepted by the Student Fees Office, a late payment charge of £50 will be levied on all fee invoices which are overdue for 14 days following the due date as per the [General College Regulations](#) (section Student Fees Regulations, clause 56).
- 1.4 Default on accommodation fees payment of more than 30 days after the invoice due date (without prior agreement with the Student Fees Office) may result in students losing their room in Halls and may be liable to further misconduct or recovery action.
- 1.5 The fees for the accommodation include all utility bills, with the exception of the family properties. Students in family properties are responsible for the utility bills for that property, excluding the Gate House Lodge, the accommodation fees for which cover a proportion of the electricity charges. Where garages are provided with a family property, no additional rent element will be charged for access to the garage.

2 CANCELLATIONS

- 2.1 You have the right to cancel your contract with the College within 14 days of accepting it prior to arrival. This must be submitted in writing (including by e-mail) to the [Student Services Centre](#) at the College. If you should move into the accommodation within the 14 working days of accepting the room offer, your right to cancel does not apply as services and accommodation will already have been provided.

- 2.2 Any student (including those with financial problems) who might wish to break the contract after this 14-day period will not be allowed to do so unless they can clear or transfer their financial liability on the remainder of the contract (see section 6.1 of these terms and conditions).
- 2.3 Students who fail to progress to a full-time year of study after accepting an offer of accommodation will not be entitled to keep their room allocation.

3 COLLEGE DEBTORS

- 3.1 Students who are debtors to the College are not eligible to take up a place in Halls. Students who have outstanding debts to the College as at 1 August prior to the new academic year may have their room offer/allocation for the new academic year revoked. The Student Services Centre will contact these students informing them that they will not be allowed to take up a place in Halls.

4 ROOM MOVES

- 4.1 Please refer to the [Room Move Policy](#) for details of the procedure for room moves.
- 4.2 All room moves must be approved by and registered with the Student Services Centre before the move takes place. No room moves will take place within the first two weeks of each new academic session. There is an administrative charge of £40 for room moves. In compelling cases of medical or psychological need or personal safety the College may waive this charge.

5 GIVING NOTICE (LEAVING HALLS)

- 5.1 Students who accept offers of College accommodation are required to accept a contract for occupancy for the academic year, or for the remainder of the academic year if the offer is made during the course of the academic year. Any student (including those with financial problems) who might wish to terminate the contract will not be allowed to do so unless they can clear or transfer their financial liability for the remainder of the contract. To notify the Student Services Centre that you no longer wish to keep your room please check for [current online instructions](#). All arrangements must be made through the Student Services Centre. If your contract can be reassigned to another student, you will be required to pay an administration fee of £100. No contracts can be ended within the first two weeks of the Autumn term.
- 5.2 Students who withdraw from or interrupt their studies are no longer eligible to reside in College accommodation are required to leave their room in Halls as are students who are suspended, interrupted or terminated as a misconduct sanction. For those students withdrawing or interrupting studies a completed copy of the [approved withdrawal/interruption form](#) should be submitted to Student Administration. In all cases a settlement of any outstanding financial liabilities must be made in full.
- 5.3 New students who interrupted their studies before the end of the Autumn term of the previous academic year are eligible to apply for accommodation as a new undergraduate for the 2018/19 academic year provided they are studying full-time at the College.
- 5.4 Students changing their mode of attendance from full-time to part-time status are not eligible to reside in College accommodation. In these cases a settlement of any outstanding financial liabilities must be made in full.
- 5.5 Once you have accepted the online contract for a room, you will be liable to pay the accommodation fees for the duration of your contract, unless your financial liability is settled in full or transferred to another eligible student, or where you are suspended, interrupted or terminated as a misconduct sanction when the College may elect to waive this requirement.
- 5.6 Students leaving Halls must ensure that they check-out at their Hall Reception on vacating their room.

6 TERMINATION BY THE COLLEGE

- 6.1 The College is entitled to terminate your accommodation contract in any of the circumstances set out in this section.
- 6.2 If you fail to pay your accommodation fees in accordance with the terms of your contract within 30 days of the invoice due date, the College shall be entitled to give you 14 days' notice to terminate your accommodation contract. Your accommodation contract will come to an end on the expiry of that notice and you will be required to vacate your accommodation.
- 6.3 If your presence could reasonably be considered to be prejudicial to the safety and good order in that Hall.
- 6.4 If you are required to give up your accommodation as a result of a misconduct hearing pursuant to the College's conduct procedures:
- 6.4.1 in the case of minor misconduct, the College shall be entitled to give you 28 days' written notice to terminate your accommodation contract at which point you will be required to vacate your accommodation on or before the expiry of that 28-day period; and
- 6.4.2 in the case of major misconduct or where you are required to leave your accommodation immediately under clause 21.2, the College shall be entitled to terminate your accommodation contract with immediate effect. Written notice shall be given to you in these circumstances.
- 6.5 If you withdraw from or interrupt your studies, or change your mode of attendance from full-time to part-time status and fail to comply with the requirements of clause 5.2 or 5.4 within 14 days, the College may terminate your accommodation contract by giving you not less than 14 days' written notice.
- 6.6 The College may give any notice to you under this clause in writing by posting it to you or leaving it at your accommodation, or by email.
- 6.7 If the College terminates your accommodation contract, you will remain liable for the instalment of fees due in relation to the Term in which your contract is terminated. However you will not be obliged to pay any further instalments of accommodation fees that relate to future terms.

7 LEAVING THE PROPERTY

- 7.1 At the end of the licence period, or where the College terminates your licence in accordance with clause 6, you must vacate your accommodation by 10am on the day of termination ensuring that your accommodation is clean, free of damage and remove from it all personal belongings, returning all keys to the accommodation and the Halls (where relevant), and checking out at your Halls Reception. A charge will be made to recover the College's costs incurred for cleaning or repairing any damage caused during your occupation and departure.
- 7.2 If you do not vacate the accommodation in accordance with this paragraph, the College may apply to court for an order for possession.

8 TERM TIME ONLY HALLS

- 8.1 Students in term-time only Halls (30-week licences) will be required to vacate and remove all belongings from their rooms at the end of every term and sign out at the appropriate Halls Reception by 10am in the morning following the last day of term. At the start of the new term, students return to the same room, and can move back in checking-in at the appropriate Halls Reception from 10am the day before the next term begins. A charge will be made to recover the College's costs incurred for cleaning or repairing any damage caused during your occupation and departure.

9 SHARED ROOMS

- 9.1 Students living in shared rooms will be offered individual contracts.
- 9.2 The College does not undertake to offer any transfer or any release from contract to either party should they become dissatisfied with their sharing arrangement, so students accepting sharing should do so in the awareness that the responsibility will be on them to ensure the arrangement proceeds successfully.

10 DIVERSITY AND CARERS

- 10.1 As often as it is possible, the College tries to ensure that the Hall population reflects the diversity of community present at the College. Therefore, you may be sharing your Hall with students with disabilities and/or with students from different countries, faiths, beliefs and sexual orientation. Some of the students with disabilities will require round-the-clock care and may have one or more carers living in separate room(s) to them, usually but not invariably in the same flat. These carers are subject to the same Hall rules as other residents and are given residence in Halls solely to enable them to fulfil their professional duties.
- 10.2 Students who have specific requirements for assistance with their living in Halls may have:
- Visiting carers
 - Carers who reside in a separate room in the Hall (usually, but not invariably, in the same flat as the student)
 - Both the above
- 10.3 Carers should understand the responsibilities of being in Halls and abide by all the appropriate Hall rules. Where possible we ask that those students being supported by carers take responsibility for the behaviour of their carers, including making them fully aware of the rules and regulations of the Halls. When it is not possible for the students to take responsibility, other arrangements should be made with the [Disability and Dyslexia Services team](#) as part of the package of adjustments. The College reserves the right to exclude a carer who is in serious breach of hall rules from the Hall and even from the campus.

11 USE OF ACCOMMODATION

- 11.1 Halls are let on the basis that the resident/licensee is a full-time registered student at the College and that the room will be occupied by the named licensee only. This excludes couples accommodation where a student is permitted to reside with a partner, and family accommodation where a student is permitted to reside with a partner and children. The number of occupants in College accommodation shall not exceed the number stipulated by the appropriate risk assessments for that accommodation. Part-time students are not eligible to occupy a place in the Halls. In exceptional circumstances, such as but not limited to, cases of compelling medical need supported by the Disability and Dyslexia Services team, an exception to allow a part-time student to stay in Halls may be made.
- 11.2 Subletting, or allowing someone other than the named licensee to utilise (or, in the case of couples and family accommodation, other than their partner and/or children, as per 11.1 above, to utilise) a room is strictly forbidden. The College may interpret a frequent guest or someone else who has possession of your room key/college card as potential subletting and reserve the right to request identity verification.
- 11.3 The College reserves the right to request anyone in Halls to verify their identity. Any person declining to produce identification may be required to leave the Halls.
- 11.4 Rooms may only be occupied by the student(s) assigned to them by the Student Services Centre. Rooms must not be shared with an unauthorised student or guest overnight, save for as permitted in clause 12. Hosting overnight guests without permission may result in misconduct action being taken against the student.
- 11.5 Pets are not allowed.

- 11.6 You are responsible for procuring and paying for a television license if watching/recording programmes as they are being broadcast, or using catch-up /on demand services offered by certain providers. This includes, but is not limited to the use of devices such as a computer, laptop, mobile phone, DVD or video recorder.
- 11.7 Property insurance is held by the College. It is recommended that students take out their own contents insurance as this is not provided by the College.
- 11.8 Room locks may not be changed or additional locks added without the express prior permission of the College.
- 11.9 You agree not to use the accommodation for any other purpose than that of a private residence. It is not permitted to carry on at the accommodation any trade, profession or business.

12 GUESTS

- 12.1 Guests are not permitted in Halls after 11pm apart from in family accommodation where the occasional overnight guest is permitted.
- 12.2 Accommodation for guests may be booked in The Hub Guesthouse.
- 12.3 The College will not consider itself bound to automatically expel guests where there is no apparent nuisance, detriment or risk resulting from their presence.
- 12.4 You must stay with your guests at all times and remember that you are responsible for your guests' behaviour, and may be subject to misconduct proceedings should problems arise.
- 12.5 Students who share facilities should avoid hosting guests on a regular basis.
- 12.6 In the interest of the safety and security of all residents, students should not give their room key, access codes or college card to anyone else to allow them access to their Hall.

13 SAFETY

- 13.1 You must read, understand and follow the Fire Instructions (a Fire Action Notice will be displayed in your room). Tampering with fire safety equipment, warning systems (i.e. fire extinguisher, fire blanket, fire hoses and reels, heat and smoke detection equipment, door closers, fire doors, notices etc.) or maliciously setting off the alarms is a criminal offence. If necessary, the College will refer such matters to the Police. You may also be requested to leave Halls. Under fire-safety rules students are also not permitted to burn candles, incense or otherwise expose naked flame anywhere within Halls.
- 13.2 You must cooperate fully with Fire Drills by leaving the building immediately and going to your designated Assembly Point. The Fire Alarm in your building is tested each week (the time and date of this weekly test is posted in the entrance to your residence). If the Fire Alarm sounds at any other time you must leave the building immediately and go to your Assembly Point; you must never ignore the alarm or think that it might be a false alarm.
- 13.3 You are required to ensure that you keep your room in a condition that does not cause an unnecessary risk to yourselves or others. Room inspections will be undertaken by your Housekeeping Team to ensure the areas are not unsafe. The College undertakes periodic planned preventative maintenance and will publicise the schedule in advance.
- 13.4 You must take reasonable precautions to keep the premises adequately ventilated and free from mould and other damage caused by excessive condensation.
- 13.5 Smoking is not permitted in any study bedroom or communal area such as kitchens, entrance lobbies, corridors, common rooms etc. in Halls. Shisha pipes and electronic smoking devices (e.g. e-cigarettes) are not permitted to be smoked anywhere in Halls. Misconduct action will be enforced if any student or their guest(s) breaches this regulation. Students

should ensure they are at least five metres away from buildings when smoking outside and that cigarettes are disposed of responsibly.

- 13.6 Students are responsible for the safety of any electrical appliances that they bring onto College premises. Please try to limit the wattage of electrical equipment for use in the sockets in your room; too many large wattage items will overload your circuits and trip the safety breaker. The corridor sockets must never be used for personal items and the following appliances may not be stored or used in study bedrooms at any time: microwave ovens, kettles, toasters, toasted sandwich makers, rice cookers, radiant rings or any other cooking equipment, refrigerators, tumble dryers or electric heaters. We encourage all students to have their electrical equipment PAT tested prior to moving into Halls to ensure safety. Any forbidden electrical items found in student rooms will be removed for safekeeping. Likewise appliances connected via inappropriate/unsafe adapters will be disconnected and removed for safekeeping - only adaptors that are CE marked and 230v/240v rated are permitted.
- 13.7 Students should take great care not to allow non-residents to enter Halls and to keep their own room secured at all times.

14 DEFECTS AND DAMAGE

- 14.1 You must not deface or cause damage to any College property. In cases of damage to or loss of College property (i.e. room furniture or fixtures, door keys etc.) students will be required to pay for replacements or repairs in accordance with the latest damage, repairs and replacement items [tariff](#).
- 14.2 Students may also incur a fine or be required to leave Halls. Information about the penalties and fines can be found under Appendix 5 of the [General College Regulations](#).
- 14.3 Residents will be held collectively responsible in accordance with clause 14.2 for damage to communal areas of Halls if the individual(s) actually responsible for the damage cannot be identified. In these circumstances, the charge made to recover the College's costs incurred for cleaning or repairing damage caused during your occupation will be shared equally amongst those held collectively responsible.

15 NOISE

- 15.1 Undue noise should be avoided at all times. Stereos, televisions etc. must not be audible outside the room at any time. There should be no noise in halls after 11pm which would or could cause a disturbance to others. Subwoofers and bass systems are not to be used at any time. Please use headphones and keep noise levels to a minimum when using computer applications such as Skype.
- 15.2 You should not gather or loiter in corridors or outside Halls. There are appropriate facilities around campus for rehearsals and performances, and we expect students to make use of these. Please note that the Hall Common Rooms are for residents' use only. During examination periods stricter noise regulations may apply.
- 15.3 You should be considerate at all times when closing doors and using the electronic entry system. Maliciously tampering with the emergency exit green box will result in misconduct action being taken against any student or their guests.

16 CLEANING

- 16.1 You are responsible for cleaning your own study bedroom and en suite bathrooms, associated communal areas, and for supplying their own cleaning materials such that the room remains a safe and clean space.
- 16.2 Students in self-catered halls are required to remove all waste/recycling from their study bedrooms and shared kitchens to the designated external recycling centres.

- 16.3 Students in catered halls are required to remove all waste/recycling from their study bedrooms and en suite bathrooms to the designated external recycling centres. Waste and recycling in communal pantries and shared bathrooms will be removed by the Housekeeping team.
- 16.4 Room checks are undertaken on a regular basis by the Premises Team to monitor levels of cleanliness and for our safety audits students must allow authorised staff regular access. Action may be taken by the Hall Life Team or the Premises Team if rooms are found to be consistently below the required standard of cleanliness. [Charges](#) to clean, make a room safe, repair damage and/or to replace items will be imposed in such circumstances.
- 16.5 Rooms and communal areas must be left in the same condition as found on the move-in day. All personal possessions and unwanted items must be removed when you vacate Halls. A [fee](#) may be imposed if rooms and associated areas are not left clear and clean.

17 RIGHT TO ENTER

- 17.1 The College as Landlord reserves the right to enter your allocated room with reasonable notice, or in an emergency situation without notice, to conduct relevant investigations or inspections for the management of its properties or if there is concern about illegal activities being conducted or about student safety. Please note that the Halls are covered by the UUK Code of Practice.
- 17.2 In the event that you have requested works to be completed in your room, authorised College personnel will need to access it. Should you not be in your room when they call, they will enter using their signed out pass keys and leave a card to show they have attended. The College will take the request for works as permission to enter the room. Our staff all carry ID cards.
- 17.3 Students wishing someone else to enter their bedroom to collect an item on their behalf, must send written permission to the relevant Hall Reception with plenty of notice. The relevant person must have photographic identification. They will be accompanied to the room with a member of staff and be supervised (they will not be given a key). The College cannot take any responsibility for any items damaged or missing.

18 BUILDING WORKS, PROJECTS AND COLLEGE EVENTS

- 18.1 The College reserves the right to undertake rolling refurbishments or works of maintenance and/or construction. Such programmes may lead to some inconvenience or noise disturbance during normal working hours in adjacent properties, and this may affect the premises.
- 18.2 The College will use reasonable endeavours to keep residents informed in advance of any major works likely to affect them.
- 18.3 The College may allocate and require students to move, temporarily or permanently, to an alternative study bedroom in order to facilitate the undertaking of works programmes under clause 18.1. No additional rental obligation over and above the student's existing rental obligation will be incurred in these circumstances.
- 18.4 The College will organise and host events across the campus throughout the year which may change traffic and pedestrian access to some buildings and areas on our sites. Events such as the Annual Students' Union Summer Ball in the Founder's Building will involve amplified music being played after the 11pm no-noise deadline up until the early hours e.g. 2am to 3am. Notice of the exact dates and times of any planned events will be communicated to all those residents affected in advance.

19 MOVING TO AN ALTERNATIVE ROOM

- 19.1 In exceptional circumstances, the College may allocate and require students to move, temporarily or permanently, to an alternative study bedroom in the interests of student well-being or for operational reasons. No additional rental obligation over and above the student's existing rental obligation will be incurred in these circumstances.

20 PARKING

- 20.1 Students in accommodation on the main campus are not permitted to bring motor vehicles to College or the local area (irrespective of whether they park them on campus or locally; see the Car Parking Policy within the [College Regulations](#)). Students in accommodation in Kingswood Halls, may apply for a permit to keep a vehicle at College but will only be able to park at their residence and not on the main campus.

21 COLLEGE RULES AND REGULATIONS

- 21.1 The [College's General Regulations and Procedures](#) for students are available online. All students moving into Halls should familiarise themselves with the Student Handbook and specific information about their Halls of Residence along with other College regulations and policies.
- 21.2 Students must comply with all the relevant [College Regulations](#); any violation in Halls of the Regulations concerning anti-social behaviour (especially but not exclusively around violence, harassment, theft, illegal drug use, severe nuisance and safety related offences) will result in misconduct action and may result in your removal from Halls in accordance with clause 6.
- 21.3 Students who have been sanctioned for breaches of College Conduct Regulations may be removed from Halls and may not be eligible to take up a future place in Halls. Where a sanctioned student is permitted to apply for Halls accommodation, the subsequent room offer may take into account information from previous conduct proceedings. Students who have been requested to leave Halls as part of a College Conduct (minor or major) process will not be eligible at any time. The Student Services Centre will contact these students informing them that they will not be allowed to take up a place in Halls.
- 21.4 The College reserves the right to require a student to cease living in Halls immediately if their presence could reasonably be considered to be prejudicial to the safety and good order in that Hall.
- 21.5 All College Regulations can be accessed [online](#). The Hall Life Team including Duty Officers and Assistants oversee social, welfare and conduct issues in Halls, and are available to students at regular times (see Hall notice boards). For breaches of Hall Rules the Hall Life Team has the power to levy fines and/or instigate bans from College accommodation. If the issue represents a serious breach of College rules (the Student Conduct Regulations), as well as Hall rules (the Terms and Conditions in this document), the matter may be treated as a College Student Misconduct issue. In such cases, in addition to a possible requirement to leave Halls and/or exclusion from residential areas, the student may face a review of their registration at the College.
- 21.6 The College's [Guide to Living in Halls](#) provides advice and helpful tips on communal living in College Halls.