



PRE-SESSIONAL ACCOMMODATION TERMS AND CONDITIONS 2018/19

Please read these Pre-sessional English Language Programme 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, except where stated, and are designed to make residential life pleasant and safe for everyone. Acceptance of the offer of accommodation creates a Licence to occupy residential premises let by the College, which is subject to terms and conditions set out below.

1 OFFER OF ACCOMMODATION

- 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 Pre-sessional programme accommodation fees. Where these fees are less than the prepayment amount, the difference will be offset against the future accommodation fees if the student lives in halls for their main programme, or refunded in the absence of a contract for accommodation in halls for the main programme.
- 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 If your application for Pre-sessional accommodation is successful, accommodation will be offered to you **for the duration of your Pre-sessional course only** (20 June, 18 July or 15 August to 13 September 2018, depending on whether you are taking the 12, 8 or 4 week programme). If you should wish to also apply for halls accommodation for the academic year beginning in September, you will need to make a separate application for undergraduate/postgraduate accommodation. If you are successful in your application for undergraduate/postgraduate accommodation it may not be possible for you to remain in the same accommodation as that used during your Pre-sessional studies.
- 1.4 As the accommodation is for the Pre-sessional period only, you will be required to vacate your room by 10am on 13 September 2018, subject to 1.5 below.
- 1.5 If you are living in Pre-sessional accommodation and have successfully applied for, and been allocated undergraduate/postgraduate accommodation for your main programme, you may be able to move into your main programme room on the same day that you vacate your Pre-sessional accommodation (bridging accommodation) – this will be communicated to students towards the end of the Pre-sessional course. All bridging accommodation room moves will be scheduled between 13 and 14 September 2018; students covered by this clause are required to ensure that they are present on campus between those dates in order to move rooms.

2 ACCOMMODATION FEES

- 2.1 The fee for your Pre-sessional accommodation is payable in full by the date 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 on all fee invoices which are overdue for 14 days following the due date as per the will be levied as per the [General College Regulations](#) (section Student Fees Regulations, clause 56).
- 2.2 The fees for the accommodation include all utility bills.
- 2.3 The accommodation fee charged for the Pre-sessional programme will cover accommodation from the Wednesday prior to the start of the course to 13 September 2018. As noted in 1.4, you will be required to vacate the Pre-sessional room on 13 September 2018 (by 10am), unless you are covered by clause 1.5. Under 1.4 students are liable to pay additional accommodation fees calculated based on the date when instructed to move rooms and covering the period 13 to 22/23 September 2018 if accommodation over that period is required.

3 CANCELLATIONS

- 3.1 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 email) 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.
- 3.2 If you wish to cancel the Pre-sessional accommodation after the 14 day period noted in 3.1 above you will forfeit the full amount of the accommodation fees payable. No refunds can be offered for students arriving late or leaving the accommodation early. The only exception to this is in cases where students are no longer required to attend the Pre-sessional programme, or are unable to obtain their visa due to reasons beyond their control. Only in these instances will a refund be provided. Written evidence for a refund under these circumstances will need to be provided to the Student Services Centre.
- 3.3 Students who withdraw from or interrupt their studies are no longer eligible to reside in College accommodation, and 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.

4 ROOM MOVES

- 4.1 It is not possible to change rooms during the Pre-sessional period, apart from in the case of compelling medical or welfare reasons. These reasons should be discussed with the Disability and Dyslexia Services office at the earliest opportunity, following which a decision will be made as to whether your accommodation should be changed.
- 4.2 As per 1.4 above, you will be required to vacate your Pre-sessional accommodation at the end of the Pre-sessional booking period, although if your application for accommodation for your main programme is successful, arrangements will be made for you to move into that accommodation over the bridging period 13 to 22/23 September 2018, if required.

5 USE OF ACCOMMODATION

- 5.1 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.
- 5.2 Subletting, or allowing someone other than the named licensee 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.
- 5.3 The College reserves the right to request anyone to verify their identity. Any person declining to produce identification may be required to leave the Halls.
- 5.4 Rooms may only be occupied by the student assigned to them by the Student Services Centre. Rooms must not be shared with an unauthorised student or guest overnight. Hosting overnight guests may result in misconduct action being taken against the student.
- 5.5 Pets are not allowed.
- 5.6 You are responsible for procuring and paying for a television licence if you 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.
- 5.7 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.
- 5.8 Room locks may not be changed or additional locks added without the express prior permission of the College.
- 5.9 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.

6 GUESTS

- 6.1 Guests are not permitted in Halls after 11pm.
- 6.2 Accommodation for guests may be booked in The Hub Guesthouse.
- 6.3 The College will not consider itself bound to automatically expel guests where there is no apparent nuisance, detriment or risk resulting from their presence.
- 6.4 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.
- 6.5 Students who share facilities should avoid hosting guests on a regular basis.
- 6.6 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.

7 SAFETY

- 7.1 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 within Halls.
- 7.2 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.
- 7.3 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.
- 7.4 You must take reasonable precautions to keep the premises adequately ventilated and free from mould and other damage caused by excessive condensation.
- 7.5 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.
- 7.6 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.
- 7.7 Students should take great care not to allow non-residents to enter Halls and to keep their own room secured at all times.

8 DEFECTS AND DAMAGE

- 8.1 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](#).

- 8.2 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](#).
- 8.3 Residents will be held collectively responsible in accordance with clause 8.2 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.

9 NOISE

- 9.1 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.
- 9.2 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.
- 9.3 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 resident or their guests.

10 CLEANING

- 10.1 You are responsible for cleaning your own study bedroom, associated communal areas, and for supplying your own cleaning materials such that the room remains a safe and clean space.
- 10.2 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.
- 10.3 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 replace items may be imposed in such circumstances.
- 10.4 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. A [fee](#) may be imposed if rooms and associated areas are not left clear and clean.

11 RIGHT TO ENTER

- 11.1 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.
- 11.2 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.

- 11.3 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.

12 BUILDING WORKS AND PROJECTS

- 12.1 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.
- 12.2 The College will use reasonable endeavours to keep residents informed in advance of any major works likely to affect them.
- 12.3 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 12.1. No additional rental obligation over and above the student's existing rental obligation will be incurred in these circumstances.
- 12.4 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.

13 PARKING

- 13.1 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](#)).

14 COLLEGE RULES AND REGULATIONS

- 14.1 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.
- 14.2 Students must comply with all the relevant [College Regulations](#); any violation in Hall 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 of the [general Accommodation Terms and Conditions 2018/19](#).
- 14.3 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.

- 14.4 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 safety and good order in that Hall.
- 14.5 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 meet with 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.
- 14.6 The College's [Guide to Living in Halls](#) provides advice and helpful tips on communal living in College Halls.