Please read the 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. Violation of any of the regulations listed below may result in a fine, removal from residence and/or disciplinary action under the Student Disciplinary Regulations, which can be found via the Student Handbook webpages.

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 during the course of the academic year.

1.2 Accommodation fees are payable in termly instalments on the dates shown in your offer of accommodation. Where payment is delayed without a reason given to and accepted by the Student Fees Office, a late payment charge will be levied as per Section 7 of the Student Fee Regulations, found via the Student Handbook webpages. Default on accommodation fee 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 Hall and may be liable to further disciplinary or recovery action.

1.3 The fees for the accommodation include all utility bills, with the exception of the family properties. Tenants 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 fourteen days of accepting it prior to arrival. This must be done in writing (including e-mails) to the Student Accommodation office at the College. If you should move into the accommodation within the fourteen working days of accepting the room offer, your right to cancel does not apply as services and accommodation have been provided.

2.2 Any student (including those with financial problems) who might wish to break the contract after this fourteen day period will not be allowed to do so until a replacement student takes on the remainder of the contract (see section 6.1 of these terms and conditions).

3. COLLEGE GENERAL REGULATIONS

3.1 The College’s General Regulations for Students are included in the Student Handbook along with other College regulations and policies. 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.

4. COLLEGE DEBTORS

4.1 Students who are debtors to the College are not eligible to take up a place in a Hall of Residence. Students who have outstanding debts to the College on 1st August will have their room offer/allocation revoked. Student Accommodation will write to these students informing them that they will not be allowed to take up a place in Halls.
5. ROOM MOVES AND EXCHANGES

5.1 If a student wishes to move rooms, they must first discuss this with the Residential Support Office. Only in very exceptional circumstances is it possible to change your room during the year. Moving can be unsettling and not necessarily the best solution for you.

5.2 Students may exchange their room in halls with another eligible student who has an alternative room in the halls of residence. It is the responsibility of the student to find someone with which to exchange. All room exchanges must be approved by and registered with Student Accommodation before the swap takes place. No exchanges will take place within the first two weeks of each new academic session. There is an administrative charge for exchanging rooms. In compelling cases of medical or psychological need or personal safety the College may waive this charge.

6. GIVING NOTICE (LEAVING HALLS)

6.1 Students who accept offers of College accommodation will be 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 break the contract will not be allowed to do so unless another eligible student can be found to accept the remainder of the contract. To notify Student Accommodation that you no longer wish to keep your room please complete a Notice Form, and return it to Student Accommodation. All arrangements must be made through Student Accommodation. If your contract can be reassigned to another student, you will be eligible to pay an administrative fee. No contracts can be ended following submission of a Notice form within the first two weeks of term 1.

6.2 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.

6.3 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. Students in this situation should complete and return the Leave Notice form to Student Accommodation as early as possible. You will be liable for the accommodation fees until all the following have been completed: the approved withdrawal/interruption form is received by Student Administration; the Leave Notice form is received by Student Accommodation; and you have vacated your room, signed out at your Hall Reception and returned the room key (where applicable).

6.4 Postgraduate Research students who submit their final thesis during the course of the academic year should submit a Leave Notice form in order to terminate their accommodation contract.

6.5 Students who will be changing from full-time to part-time status are not eligible to reside in College accommodation and should submit a Leave Notice form following their change of mode of attendance.

7. TERM TIME ONLY HALLS

7.1 Students in term time only Halls (30-week contracts) 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 10:00am 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 from 10:00am the day before the next term begins and sign in at the appropriate Halls Reception.

8. SHARED ROOMS

8.1 Students entering a contract for a shared room should be aware that the living environment differs in a shared room situation and must prepare themselves for this.

8.2 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.

9. CARERS

9.1 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 disabled students and/or with students from different countries, faiths, beliefs and sexual orientation. Some of the disabled students 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 Halls residents and that they are given residence here to enable them to fulfil their professional duties.

9.2 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

9.3 Carers should understand the responsibilities of being in Halls and abide by all the appropriate Hall rules. Where possible we ask that the disabled student takes 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 as part of the package of adjustments. College reserves the right to exclude a carer who is in serious breach of hall rules from the Hall and even from the campus.

10. USE OF ACCOMMODATION

10.1 All properties 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 of Residence. In exceptional circumstances, such as but not limited to, cases of compelling medical need supported by the Disability and Dyslexia Services, an exception to allow a part-time student to stay in Halls may be made by the Head of Student Accommodation.

10.2 Subletting, or allowing someone other than the named licensee to utilise (or, the case of couples and family accommodation, other than their partner and/or children, as per 10.1 above, to utilise) a room is strictly forbidden. We 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 identification verification.

10.3 Rooms may only be occupied by the student(s) assigned to them by Student Accommodation. Rooms must not be shared with an unauthorised student or guest overnight. Hosting overnight guests may result in disciplinary action being taken against the student.

10.4 Pets are not allowed.

10.5 Residents are responsible for procuring and paying for a television license if you watch or record programmes as they are being broadcast. This includes the use of devices such as a computer, laptop, mobile phone, DVD/video recorder or anything else.

10.6 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.

10.7 The locks may not be changed without the prior permission of the College.

10.8 The tenant agrees 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.

11. GUESTS

11.1 Overnight guests are not permitted, apart from in family accommodation where the occasional overnight guest is permitted. Accommodation for guests may be booked in The Hub Guesthouse. No guests should be in Halls after 11.00pm.

11.2 Residents are advised to stay with their guests at all times and remember that they, the resident, are responsible for their guests behaviour, and may be disciplined accordingly.

11.3 Students who share facilities should avoid hosting guests on a regular basis.
11.4 In the interest of the safety and security of all residents, students should not give their room key or college card to anyone else to allow them access to their Hall.

12. SAFETY

12.1 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. In any event, those identified can expect to 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.

12.2 There will be a Fire Drill at the beginning of year. You must cooperate fully with this legal requirement 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.

12.3 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. We undertake periodic planned preventative maintenance and will publicise the schedule in advance.

12.4 Smoking is not permitted in any study bedroom or communal area such as kitchens, entrance lobbies, corridors, common rooms etc in Halls of Residence. Shisha pipes and electronic smoking devices (eg. e-cigarettes) are not permitted to be smoked anywhere in Halls. Disciplinary action will be enforced if any student or their guest breaches this regulation. Students should ensure they are at least 5 metres away from buildings when smoking outside and that cigarettes are disposed of responsibly.

12.5 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 driers 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. DEFECTS AND DAMAGE

13.1 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 replacement or repairs. Students may also incur a fine or be required to leave Halls.

13.2 Residents will be held collectively responsible for damage to communal areas of Halls.

14. NOISE

14.1 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 11:00pm. 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 programs such as Skype.

14.2 Residents 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.

14.3 Residents 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 disciplinary action being taken against any student or their guests.
15. CLEANING

15.1 Students are responsible for cleaning their own study bedroom, associated communal areas, and for supplying their own cleaning materials such that the room remains a safe and clean space.

15.2 Students are required to recycle on campus and it is their responsibility to empty the recycling bags provided and remove to the designated external recycling centres.

15.3 Room checks are undertaken on a regular basis by the Premises Team to monitor levels of cleanliness and for our safety audits. Action may be taken by the Residential Support Team or the Premises Team if rooms are found to be consistently below the required standard of cleanliness. A “Special Clean” fee may be imposed. Students must allow authorised staff regular access.

15.4 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 “Special Clean” fee may be imposed if rooms and associated areas are not left clear and clean.

16. RIGHT TO ENTER

16.1 The College as Landlord reserves the right to enter any Halls of Residence room with reasonable notice, or in an emergency situation without notice, to conduct relevant investigations or inspections for the management of its properties. Please note that the Halls are covered by the UUK Code of Practice. Once you have requested works to be completed in your room, we will need to access it. Should you not be in your room when we call, we will enter using our signed out pass keys and leave a card to show we have attended. We will take the request for works as permission to enter the room. Our staff all carry ID cards and wear uniform.

16.2 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.

17. BUILDING WORKS AND PROJECTS

17.1 The College reserves the right to undertake capital projects and works in line with its strategic planning; all due notification will be given.

17.2 In exceptional circumstances the College may require students to move, temporarily or permanently, to an alternative study bedroom. No additional rental obligation will be incurred in these circumstances.

18. PARKING

18.1 Residents on the main campus are not permitted to bring motor vehicles to College (irrespective of whether they park them on campus or locally; see the Car Parking Policy within the Student Handbook). Residents 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.

19. COLLEGE RULES AND REGULATIONS

19.1 Students must comply with all the relevant College rules; any violation in Hall of the College rules concerning anti-social behaviour (especially but not exclusively around violence, harassment, theft, illegal drug use, severe nuisance and safety related offences) will result in disciplinary action; please see our Online Student Handbook for details.

19.2 The College reserves the right to require a student to cease living in Halls immediately if their presence could reasonably considered to be prejudicial to safety and good order in that Hall.

19.3 All College regulations can be accessed from the Online Student Handbook. The Student Life & Support Manager oversees social welfare discipline issues in Halls. The Residential Support Assistants are available to students at regular times (see Hall notice boards). For breaches of Hall Rules the Student Life & Support Manager (or their nominee) has the power to levy fines and/or ban from College Accommodation.