

# Residence Terms and Conditions

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## Booking and confirmation

- To book Residence accommodation, you must be booked on a course of a minimum of 15 hours per week.
- Residence accommodation will only be reserved on receipt of a fully completed application form, the full payment and confirmation of visa acceptance if applicable. Accommodation will not be reserved beyond the dates stated on this form. If you intend to extend your stay when you arrive, please tell us as soon as possible as we cannot guarantee that your room will be available.
- The minimum period of stay is 1 week and there is no maximum stay.
- If you have a disability or special needs, please ensure you inform us at the time of booking as we may need to check the accommodation provision incorporates the appropriate facilities.
- Should you wish to extend your booking, please ensure this is done through the college otherwise you will not be protected by the College's terms and conditions should any issues arise.

## £100 Refundable deposit

All bookings are subject to a £100 deposit which is payable in cash on arrival at the academy. This is required to cover repair costs in case of damage caused by you to the property and its contents. For example, this could cover unexpected cleaning costs that may occur, such as cleaning of the carpets as result of a spillage. If the cost of cleaning, repair or replacement exceeds £100, you will be billed for the extra cost. The College will refund the deposit in full on the last day of your course, providing there is no damage or extra cleaning cost incurred at the end of your stay.

## Cancellation

### • Before arrival:

If a Residence accommodation booking is cancelled 28 days or more before the start of the accommodation booking, a fee equal to the cost of the booking fee will be charged.

If a Residence accommodation booking is cancelled less than 28 days before the start of the accommodation booking, a fee equal to the cost of two week's accommodation (or the full duration of the student's booking if less than two weeks) plus the accommodation booking fee will be charged.

If a Residence accommodation booking is cancelled less than 21 days before the start of the accommodation booking, a fee equal to the cost of four week's accommodation (or the full duration of the student's booking if less than four weeks) plus the accommodation booking fee will be charged.

### • After Arrival:

Students wishing to leave Residence accommodation earlier than their original leaving date, must give at least four weeks' notice in writing (form available at Reception) by the first Sunday of the four week period. Students will be refunded for any additional accommodation fees paid that exceed the four week period.

## Accommodation Deferral

A student may be able to defer the start date of a Residence accommodation booking if he/she informs UKEC Academy at least 28 days before the booking start date. This is subject to the Residence being available for the amended booking dates.

If a student arrives later than their accommodation booking start date (i.e. they have not given the required notice of deferral referred to above), they will not be eligible to apply for a refund to cover the period between their booking start date and their actual arrival date.

## Insurance

Contents insurance is included in the Residence accommodation fee.

All students in Residence accommodation are strongly encouraged to arrange additional insurance to cover:

- Medical treatment and personal risks
- Damage to and loss/theft of personal property when taken out of their room

## UKEC Academy agrees to:

- Inspect all accommodation to ensure that it is of a good standard.

- Collect feedback from every student at the end of their stay.
- Give as much notice as possible of any changes to the booking. Please be aware that this may not always be possible and that UKEC Academy reserves the right to cancel / change arrangements without prior notice.

### **Students must agree to:**

- Look after Residence keys during their stay and return them at the end of the stay.
- Advise the College/accommodation reception if they break or damage anything. It is the student's responsibility to pay all costs as a result of breakages or damage caused by the student.
- Keep their bedroom, the bathroom and other shared areas of the Residence clean and tidy. This includes washing dishes and taking rubbish bags to the outside bins.
- Always be friendly and treat their flatmates with respect.
- Not disturb flatmates when returning home late.
- Not play music or musical instruments between the hours of 21.00 and 9.00 so as to be audible outside the premises.
- When leaving the accommodation, leave their room and bathroom in the same condition as they found them.

### **Important information about the Residence:**

- Your Residence payment includes all equipment for the kitchen and all bedding and sheets. It also includes all bills, internet, contents insurance, on-site security and maintenance. It does not include food, towels or cleaning products.
- The communal areas of the flat (kitchen and living room) will be cleaned once a week. However, you will have to contribute to and help with cleaning. This will include regularly washing dishes and taking out the rubbish. You will also have responsibility for cleaning your own bedroom and bathroom.
- You will share the accommodation with up to five other students. The flats will be mixed sex and mixed nationality. You should be culturally sensitive and show respect to your flat-mates at all times. Where possible we will try to place students of the same language in separate flats.
- There are laundry facilities on site but not in the flat. To wash and dry clothes it will cost £3.60 per load.
- You cannot smoke in your room, in the flat or anywhere in the student accommodation building.
- You can arrive from 16:00 on your day of arrival and will need to leave the Residence accommodation by 10:00 on your day of departure.

**If you wish to change your accommodation for any reason, you will need to give at least four weeks' notice to the Academy. A week covers Saturday to Saturday so, if you tell us on Wednesday that you would like to move, the four weeks' notice will begin on the following Saturday. The option of moving to new accommodation is subject to availability.**

### **PAYMENT**

- We will only book your accommodation once we have received full payment and confirmation of visa acceptance if applicable. Please be aware that payment by bank transfer can take up to 14 days from some countries and we prioritise Residence bookings based on payment status.
- Please do not send payment until you have received an offer letter and invoice as no refund will be given