We hope that you will enjoy your time in our accommodation. Take advantage of the facilities on offer and make the most of it!

Please take the time to read through this handbook as it contains information that you will find useful during your stay, as well as what you should expect from us and what we expect of you.

The Residences Agreement you accept is a legal contract between you and the University which lays out your obligations and the University’s obligations. Make sure you read the terms and conditions in the back of this handbook to fully understand your obligations.

The Student Accommodation Code

Our accommodation is approved by the Universities UK Code of Practice, which aims to ensure that students enjoy good quality accommodation.

All of our residences must comply with the regulations set by the Universities UK (UUK) Code of Practice for the Management of Student Housing. The Code ensures that residents benefit from adherence to clear policies and procedures relating to health and safety, maintenance, environmental policy, contractual responsibilities, support services, antisocial behaviour and complaints.

The Code indicates the main principles which should be observed and the essential requirements which must be met for formal accreditation. For more details please see thesac.org.uk/the-code.

WELCOME TO LANCASTER!
Lancaster University’s accommodation team have won the ‘Best Customer Service’ award in the National Student Housing Survey as well as an outstanding achievement award from the University itself. The institution held the ‘Best University Halls’ title for six consecutive years and is regularly winner or runner-up in most categories of the nationwide poll.

Our Accommodation Managers are responsible for the day-to-day management of the accommodation and are easy to find, being locally based in the colleges. They can help you before you arrive and throughout your time here with any aspects of the accommodation or life within it. Feel free to call in and see them, or get in touch using the contact details listed here.

**Bowland College**
Alison Pratt
T: 01524 594498
E: bowlandaccommodation@lancaster.ac.uk
Porters: 01524 592548

**Furness College**
Andrew Gibson
Michelle Wood
T: 01524 594288
E: furnessaccommodation@lancaster.ac.uk
Porters: 01524 593714

**Cartmel College**
Andrea Townsend
T: 01524 592455
E: cartmelaccommodation@lancaster.ac.uk
Porters: 01524 592304

**Fylde College**
Denise Burtedge
T: 01524 590883
E: fyldeaccommodation@lancaster.ac.uk
Porters: 01524 595401

**County College**
Jacqui Brian
Michelle Wood
T: 01524 594699
E: countyaccommodation@lancaster.ac.uk
Porters: 01524 592560

**Graduate College & Campus Flats**
Joey Payne
Maja Gander
Okeaw Kunstler
Donna Power
T: 01524 593542
E: graduateaccommodation@lancaster.ac.uk
Porters: 01524 593114

**Grizedale College**
Tracy Hargreaves
T: 01524 592610
E: grizedaleaccommodation@lancaster.ac.uk
Porters: 01524 592429

**Lonsdale College**
Louise Leawedge
T: 01524 593470
E: lonsdaleaccommodation@lancaster.ac.uk
Porters: 01524 592290

**Pendle College**
Tim Brunwin
T: 01524 594502
E: pendleaccommodation@lancaster.ac.uk
Porters: 01524 592030

**Chancellor’s Wharf**
Jan Fauchez
T: 01524 594470
E: cwaccommodation@lancaster.ac.uk
Porters: 01524 594470

**Lancaster University Homes**
Lorna Ferguson
Sarah Milne
Michael Dixon
T: 01524 593554
E: homes@lancaster.ac.uk
See lancasteruniversityhomes.co.uk for a comprehensive list of private sector property approved by us.

**Pendle College**
Tim Brunwin
T: 01524 594502
E: pendleaccommodation@lancaster.ac.uk
Porters: 01524 592030

**General Enquiries**
Sarah Milne
Michael Dixon
Vicky Powell
T: 01524 593554
E: accommodation@lancaster.ac.uk
If you aren’t a resident or member of a college yet you can speak to our team for assistance.
Our accommodation is fully furnished but you will need to bring your own bedding; towels; cutlery; crockery; saucepans and toiletries. Toilet rolls are not provided in ensuite rooms, though there will be one there when you arrive.

A good quality bar adapter may be used with care, but please don’t use a cube adapter, and make sure any electrical items are safe and compatible with the voltage system in the UK.

Bedrooms
All study bedrooms are furnished with carpet and curtains or blinds. They contain a bed, desk and chair, shelving, wardrobe and waste bin. Most rooms have some storage space under the bed and above the wardrobe.

Many of our single beds are now longer than average, at 2100mm. Make sure any fitted sheets you buy are big enough.

All students are advised to use a mattress protector, as any stains would require the mattress to be replaced (which would be recharged to the occupant).

Kitchens
All communal kitchens contain fridges and freezers, but storage space is relatively limited so plan your shopping accordingly. There’s a cooker, microwave, kettle, iron and ironing board provided, and most kitchens have a toaster.

We also provide you with a vacuum cleaner, plus a dustpan, brush, mop and bucket.

Posters & pictures
We want you to be able to personalise your accommodation and have provided notice boards for you to fix things to. Please avoid sticking anything to walls, ceilings, windows or in corridors, and use white tac or pins as appropriate. Remember, you will be charged for making good any marks and damage to paintwork or furnishings.
Each College has a dedicated team of staff and you can approach any of them for help or advice. Your Accommodation Manager would normally be your first port of call for any queries and during term time the Porters are on duty 24 hours a day and can be contacted via the Porters’ Lodge in your college.

You will normally be able to collect your keys for your room after 10.00am on the stated arrival day for your college. This will be printed on your Agreement Summary, which you can view via the application portal.

Once you’re in we’ll invite you by email to complete an online inventory for your room and any communal areas that you have access to. Let us know about anything that’s missing or damaged so that we can fix anything that needs fixing and protect your deposit from any deductions when you leave. If you don’t complete the relevant inventories we will assume that there is no damage or wear and tear.

**Deposits**

A £200 deposit must be paid before you move in to cover any loss or damage to the accommodation during your stay. We will normally refund this within one month of the end of your contract. See section 8 of the Terms & Conditions for more.

**Keys**

If you have a key identification tag you should remove it on arrival and re-attach it only when you leave. This will stop anyone who finds your keys from entering your roomFlat.

For security reasons you are not permitted to have copies of your keys made. If you lose them the Porter will let you in but you must contact your Accommodation Manager within two days to arrange for a new set to be cut. There is a charge for this, and for lost/damaged key fobs, which is considerably higher if we consider it necessary to replace your lock as well.

See section 12.6, 14.2, 15.1 and 15.2 of the Terms and Conditions for more.

**Emergencies**

The Porters deal with any problems as they arise. If you have an urgent problem at night or during the weekend, are taken ill, or involved in an accident, contact your Porter. If the Porter is unavailable you should contact Security on 01524 504541.

If an emergency repair is required (and if you can’t access a computer), let your Porter know.
SECURITY & FACILITIES

If you require assistance with any of the appliances in your accommodation you can ask the Porter for help. Manuals for all appliances can be found on the Facilities website at lancaster.ac.uk/facilities/operations.

Mail
All mail is delivered to the Porters’ Lodge in your college. The Porter will hold any registered mail and parcels, and you can collect them on production of some photo ID. Please check your mailbox and separate pigeon hole regularly as any uncollected mail is returned after ten days.

If you receive anything suspicious in appearance you should report it to the Porter, who will treat it as a security issue and deal with it accordingly. Please don’t arrange for any food shopping to be delivered to the Porters’ Lodge, either from supermarkets or online retailers.

During vacations and other days when there is no portering cover, mail must be addressed to, and collected from the Security Reception (except Graduate College and Chancellor’s Wharf). Please check what arrangements are in place for vacations with your college.

Insurance
Your accommodation fee includes insurance of your belongings up to £5000, computers up to £2500 and bicycles up to £250. See cover4insurance.com/lancaster-university to view the full policy details, extend cover, or to make a claim. See section 21 of the Terms and Conditions for more.

Laundry Facilities
Washing machines and dryers are not permitted in the accommodation (except in some family flats), but there are seven 24-hour launderettes across campus and one at Chancellors Wharf. Payment is by laundry card, which can be purchased in each launderette for £5 and topped up at www.circuitcardtopup.com. See section 17.9 of the Terms and Conditions for more. If you have a problem with the launderette you should contact Circuit Laundries directly on 0800 0824068.

Heating & Hot Water
Our accommodation is heated from 6.00am-11.00pm in most areas, though not normally in the summer months when the ambient temperature is higher. See section 17.4 and 17.5 of the Terms and Conditions for more.

Snow & Ice
The University has a snow and ice clearance policy, and this can be viewed on the Facilities website at lancaster.ac.uk/facilities/services/grounds.
CONNECTIVITY

Our accommodation offers wired and wireless access to the internet and University network, including to your personal file storage, networked printers, the Student Portal, a range of software online and other learning resources.

You can connect your device to our secure ‘eduroam’ Wi-Fi service in your room and in most buildings on campus.

To connect to the high speed ResNet wired service, connect the network socket on your computer to the available network point on the wall using one of our network cables. When you open your web browser you should see the ResNet page to guide you through configuring your computer.

Television and TV licences

If you watch TV – including online – you will need to buy a licence by telephone or internet. Without one you could be prosecuted and fined up to £1,000. More information for students is available at tvlicensing.co.uk/students. Please note that TV reception in some areas of the campus is variable.

Mobile Phones

Mobile reception varies by network across campus and cannot be guaranteed; however, there is a good Wi-Fi service across campus. If you have any problems with your mobile phone signal please report it to your service provider.

Support

IT support is available in person at the ISS Service Desk in the Learning Zone; by email at iss@lancaster.ac.uk; by telephone on 01524 510987 and at lancaster.ac.uk/iss.
CLEANING

A cleaning service is provided to the accommodation on weekdays.*

Your cleaner will assist you in cleaning any shared areas such as corridors, shower rooms and toilets. They will also clean the kitchen floor and wipe surfaces, providing they have been left clear of dishes and food. Please refer to the notice in your kitchen and sections 13.1, 13.2, 17, 22 and 23 of the Terms and Conditions for further information.

* NB Studios, Family Flats and most Townhouses are not serviced.

Cleaning Supervisors visit kitchens regularly to check that the cleaners are working to a satisfactory standard and to check the general state of your kitchen. If your kitchen is repeatedly found in an unsatisfactory condition, your Accommodation Manager will issue a warning and give you some time to rectify the situation.

If the situation doesn’t improve you will be charged for remedial action/specialist cleaning and may also be subject to discipline from the Dean of your College. Any associated costs will be levied collectively as appropriate on those sharing a kitchen.

If you have any queries or concerns about the cleaning service or provision, or any issues with other students not fulfilling their responsibilities, please discuss them with your Accommodation Manager in the first instance.

Your room

We expect you to keep your room clean and vacuum it regularly. A vacuum cleaner is provided in each kitchen. You should check and empty the bag regularly – the Porters keep a stock of replacements – but remember to change it in the kitchen or outside the flat to avoid the dust setting off the fire alarm! If you have an ensuite room, you will need to keep your own shower and WC clean.

We will inspect your room from time to time. If it is not in a good condition, you will be advised of any action that you need to take, you may incur a charge and/or your deposit may not be returned in full.

Your kitchen

You, along with the others sharing your kitchen, are jointly responsible for cleaning cookers, microwaves and worktops after use; cleaning and putting away crockery, cutlery and pans after use; arranging with the other residents in the flat for ovens, fridges and freezers to be cleaned and defrosted regularly (at least once per term) and removing any items placed in rubbish and recycling bins. We actively encourage students to recycle as much as possible and have provided facilities to do this in most bin stores. See the notice board in your kitchen for further information.

If you leave your room at the end of your contract, you are jointly responsible for removal of all rubbish and for leaving your flat clean and tidy.

Rubbish should be placed in the proper bins and not left on the floor of the bin stores. For the safety of yourselves and our staff, please wrap any sharp or broken objects such as broken glass in newspaper before putting them in the rubbish bins. When you leave your room at the end of your contract, you are jointly responsible for removal of all rubbish and for leaving your flat clean and tidy.

Please don’t overfill the rubbish and recycling bins and empty them regularly to avoid them becoming heavy or the bags splitting.

* NB Studios, Family Flats and most Townhouses are not serviced. Cleaning Supervisors visit kitchens regularly to check that the cleaners are working to a satisfactory standard and to check the general state of your kitchen. If your kitchen is repeatedly found in an unsatisfactory condition, your Accommodation Manager will issue a warning and give you some time to rectify the situation.

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Please don’t overfill the rubbish and recycling bins and empty them regularly to avoid them becoming heavy or the bags splitting.
MAINTENANCE

You can report any broken or faulty items through the year via Helpdesk on the Facilities website or LUFix in the iLancaster mobile app. Alternatively you can report repairs directly to your Accommodation Manager or Porter, or by calling the Facilities Helpdesk on 01524 593333. Please be as detailed as possible to help us effectively address it. See section 13 of the Terms and Conditions for more.

Emergency repairs such as floods or loss of power can be reported directly to the Porter or Security. These are the only repairs that can be dealt with outside of normal office hours.

In reporting a repair you are consenting to personnel entering your room or flat to assess or carry out the repair. You can ask for proof of identification from any tradesperson and if you wish you can ask for notice to be given of when the repair will be attended to.

Planned Maintenance

There are certain planned and routine maintenance tasks in residential areas which the University is obliged to carry out by law, such as checking fire doors and alarms and water supply and temperature. We will normally give advance notification of work via your University email account and endeavour to keep disruption to a minimum.

Vandalism & Damage

If you are found to be responsible for any damage - accidental or deliberate - which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover the costs of any emergency call-out resulting from carelessness. Residents will be charged collectively for repair of such damages, vandalism or missing items where the person responsible cannot be identified.

Sample charges are given on page 47, with a more comprehensive list available online at lancaster.ac.uk/accommodation.
ACCOMMODATION FEES

Accommodation fees are payable termly in advance, online by credit/debit card via the University website. Full details can be found on your Agreement Summary and in sections 7 and 29-32 of the Terms and Conditions.

Late payment of accommodation fees without a valid reason agreed by your Accommodation Manager in advance will incur penalty charges as set out in the Terms & Conditions. Furthermore, we are unable to offer accommodation to returning students in debt, and private letting agents do ask our references to state whether the fees have been paid on time and in full.

If you are a sponsored student, please tell your sponsor that we cannot offer a monthly payment option.

Release from your contract

You are bound by your contract to pay the accommodation fees for the entire duration of the contract, even if you vacate your room for a period or leave before the end of the agreement. However, release from your contract may be possible if you withdraw or intercalate (take a year out) or if you are able to find a suitable replacement that is acceptable to the University, is a registered student, and is not already living in the accommodation.

We will give you not less than 4 weeks’ notice to vacate the accommodation (normally from the date we receive official notification of your withdrawal), or in other cases from the date the contract release is agreed. You will be liable to pay the accommodation fees for the notice period.

Returning your keys does not mean the Agreement has ended. Please see section 7.2, 7.3, 27 & 28 of the Terms and Conditions for more.

Due dates

If you choose to pay in a single instalment you should pay by the first due date: Friday 6 October 2017.

You are normally expected to pay termly, and the deadlines are Friday 6 October 2017, Friday 12 January 2018 and Friday 20 April 2018.

If you have a 50 week contract the final payment is due by Friday 13 July 2018.
The most significant hazard for students living in residences is fire; you should familiarise yourself with the Fire Action notice in your room when you arrive, and check the escape routes out of the building (including those that you would not normally use). You will not be able to use any lifts in the event of an emergency.

If you discover a fire, activate the fire alarm immediately by breaking the glass cover on the red call point located at the exit, and leave the building. Give the Porter the details and make your way to the assembly point. Our security staff will inform the Fire Service and manage the incident. If you hear the Fire Alarm you must leave the building immediately, following the fire exit signs and making your way to the assembly point. You mustn’t re-enter the building until you are told to do so.

We test the alarms weekly at a time locally advertised. On these occasions you do not have to evacuate the building but at any other time you should assume that there is a genuine fire.

Fire Extinguishers

Fire extinguishers are provided throughout the accommodation in order that you may prevent a small fire from becoming a big fire. Before you use one, make sure your escape route is available and not compromised and that you understand how and feel confident in operating it. If you don’t feel confident using it, just evacuate the building. If you have used an extinguisher or find fault with one, let the Porter know so a replacement can be arranged. Abuse of firefighting and fire prevention equipment is a criminal act and will lead to serious disciplinary action and large fines, not to mention compromising your safety and that of other residents.

False Alarms

Accidental false alarms can cause great inconvenience, particularly if they occur in the middle of the night. More seriously they can delay the Fire Service from attending a genuine emergency elsewhere. Even if you know you have caused the activation and believe there is no danger you must still evacuate the building, every time.

Breaking the glass of the fire alarm call point when there is no fire is malicious; anybody identified as having done so will be fined £300 and may be excluded from the accommodation. It’s also a criminal act liable to criminal prosecution.

Please see sections 12.1-12.4 and 13.7 of the Terms and Conditions for more.

Personal Emergency Evacuation Plans (PEEPs)

In the event that the fire alarm sounds, are you able to move with ease to the staircase (with help if necessary) and then negotiate the stairs reasonably easily without help? If you feel you cannot confidently answer ‘yes’ to these two questions, please contact your Accommodation Manager to discuss whether a PEEP should be written for you. Remember, you won’t be able to use the lifts during an evacuation.
Fire Precautions
Our accommodation has an enhanced level of fire detection for your safety, including heat and smoke detectors as well as fire doors with self-closing mechanisms.

Smoke detectors are very sensitive and may be easily activated by aerosols such as deodorants and hair sprays, and the use of hair dryers or straighteners. Please be careful not to use these directly under the detection. Keep the shower door shut whilst showering and afterwards in order to prevent steam entering your room or the corridor.

When cooking, you should use the ventilation at maximum level to prevent fumes from activating the fire alarms. Never wedge the latches door open or leave your cooking unattended and keep your grill pan clean; a build-up of grease or fat creates smoke. Lining the pan with foil that you can easily discard when dirty makes an easier job of keeping it clean.

Our fire doors can hold back fire and smoke for at least 30 minutes and prevent a fire from spreading, so under no circumstances should the mechanism be disconnected or tampered with. Not only is this a criminal offence but it may put the lives of other residents at risk.

You must not store any items on corridors or stairways in University buildings, including bicycles, boxes, laundry and sports kit. This legal requirement ensures that escape routes remain clear.

Electrical Safety
Please see sections 12.1, 12.3, 13.7 and 13.8 of the Terms and Conditions.

Faulty equipment can cause electric shocks and often fires, so you shouldn’t use any electrical equipment that is cracked, shows burn marks, has a worn cable, exposed copper wire, is faulty in operation or smells odd when in use.

You are responsible for the Portable Appliance Testing (PAT) of any non-rechargeable electric equipment you bring with you. If this has been bought inside the UK you must arrange to have it tested annually after the first year. Anything brought in from outside the UK must be tested and your Accommodation Manager can supply you with a replacement electric cable for the equipment. For rechargeable equipment such as mobile phones and tablets, UK chargers are readily available and are preferred to the use of adaptors.

The use of irons and cooking equipment (including rice cookers) is not permitted in bedrooms (except studio accommodation). Refrigerators and freezers may not be kept in study bedrooms. If you need one for medical purposes, speak to your Accommodation Manager to obtain permission.

If an item that is deemed to be dangerous is discovered in the accommodation, it will be removed by the Accommodation Manager, Porter or Technician, who will then contact you about it.

Items which must not be brought in to the accommodation
Please see sections 11.1 and 12.3 of the Terms and Conditions.

The following items must not be brought into residences: Additional heaters, halogen lamps, chip pans, oil, petrol, paraffin or bottled gas appliances (including oil lamps), candles or incense sticks, shisha pipes, aromatherapy oil burners and fondue sets. These can cause serious fires. You will be asked to pay for any damage caused by their use and may also be fined under the disciplinary procedures.

PLEASE NOTE that additional soft furnishings are permitted only with the permission of your Accommodation Manager.
Life on campus has many advantages and our college communities should be a comfortable home for everyone. Please be aware that different people have different tolerances. Being understanding of their needs will make everyone happier.

Noise must be kept to a reasonable level at all times and should be kept within the confines of your room between 11.00pm and 8.00am. Some colleges have designated quiet areas where there are tighter rules on noise. If you are disturbed by noise try to sort it out yourself if possible, but if it continues you should seek assistance from the Porter or contact Security.

Holding parties or noisy functions in the accommodation is not permitted without the prior permission of the College Deans. During exam periods the University operates a ‘zero tolerance’ policy on noise disturbances.

Harassment
If you feel you are the subject of harassment or any sort of intimidation you can discuss it informally in the first instance with a member of college staff, who will offer you advice about what to do next.

Moving rooms
A room may be changed only with the permission of your Accommodation Manager. If you wish to move to another college, a college transfer form must be completed, and full approval obtained.

The early part of the year is very busy for us and high occupation makes it difficult to handle requests for room moves. For these reasons we don’t normally allow them before November. We do find that even where students feel they would prefer to move to be with new friends or in a different college early on, they settle in fairly quickly and don’t pursue it. Where we are able to accommodate a room move there is a £20 charge to cover our costs.

The University reserves the right to move you to an alternative (equivalent) room at any time. See sections 14.4, 14.5 and 24 - 28 of the Terms and Conditions for more.

Causes of Friction
Everything you do will affect the people you live with in some way. Small tensions can quickly become big problems, so look out for these common causes of conflict and try to avoid them.

- Playing music, games or talking too loudly (including by phone or skype), especially after 11.00 pm - everyone has a right to expect to sleep without disturbance
- Having noisy friends over to your room
- Having friends constantly over to your kitchen/fl at without consulting fl atmates
- Clattering around in rooms, corridors or kitchens, and banging doors
- Leaving dirty dishes, food and rubbish lying around
- Playing ‘pranks’ on others such as hiding belongings or taking food

Be considerate towards others!
See section 10-16 and 22-29 of the Terms and Conditions for more.
Our campus is very safe, and we have a dedicated and visible police presence that you can follow on Twitter for information and updates @LancasterUniPol. On Facebook they can be found as LancasterUniPolice.

Our campus has CCTV for your safety, and is patrolled by Security personnel at night. You shouldn’t take unnecessary risks though, and if you witness any accident (whether directed towards you or someone else), please report it to a Porter or another member of staff. Such reports are treated in confidence unless we are legally obliged to pass information on.

If you’re going out, tell someone when you’ll be back, especially if you’re away overnight. Keep to proper footpaths and well lit areas, avoid walking alone, and never leave drinks unattended in bars or clubs.

Emergency Calls
If you require the assistance of the police or the ambulance service, you should dial 999. Make sure that you also inform University Security by dialing 01524 594541, in order that the response can be met by a Security Officer and guided to your location.

First Aid
The University has in excess of 90 fully trained first aidsers across campus. If you require first aid assistance you should contact your College Porter.

Banned Items
No firearms, imitation firearms, blades or weapons of any kind may be brought onto campus or into the accommodation.

Insurance
Crime on campus is relatively low, but it’s important that you keep your doors locked to keep it that way: our insurance policy covers the theft of your belongings from your room, but only if it is locked. Never leave valuables on display and if you live on a lower floor be sure to close your window when you go out. Please report any faults with locks or security measures you may find.

See sections 12.5 & 12.6 of the Terms and Conditions for more.
Going to University is a challenging and exciting experience. We provide accommodation for a diverse range of students from different backgrounds and expect residents to be tolerant and flexible to create a happy living environment and benefit our college communities.

Some people can find the transition harder than others. If you find things are overwhelming, please talk to someone – your Accommodation Manager or College Advisor Team will help in any way that they can, and there is a range of other help available from Student Services via the Base, located in Alexandra Square. Talking might seem like the last thing you would want to do but you’d be surprised by how common some worries and negative feelings are.

We recommend that you register with a doctor as soon as possible after arriving in Lancaster. Many students choose to register with the campus medical practice, which you can contact by dialling 01524 387780. It’s open between 8.00am and 6.00pm, but you can also get help outside of these hours by dialling 111, or in case of emergency by ringing Security on 01524 594541.

If you have an accident in the college, you must complete an accident form, available from your Porter, within 48 hours.

If you are taken ill, let someone know as soon as possible so we can help. If you (or a guest) suffer from any infectious disease, notify the Porter immediately.

Smoking

Smoking in university buildings (including the accommodation) is against the law. For the comfort of other students, if you smoke outside, you must not do it near to doors or windows, or such that you cause nuisance to others. The use of e-cigarettes is also banned.

Please note that illegally interfering with fire precaution equipment to smoke is a disciplinary offence and may result in exclusion from University accommodation. See section 12.4 of the Terms and Conditions for more.

Drugs

The University will not condone the use of prohibited substances. If you feel you are having problems with drugs or are worried about somebody else that is, don’t hesitate to seek advice from within our support network.

Hepatitis

The University has a national vaccination programme to offer inoculations for Hepatitis C to all under 18s and students in their first year at University. If you were not vaccinated against Hepatitis C at school, contact your GP as soon as possible. This vaccine does not protect against Hepatitis B so be aware of the symptoms. They can vary but are not unlike flu (or in some cases hangovers).

If you begin to suffer from some of the following symptoms, contact your doctor immediately:

- Fever
- Headache
- Muscle pain

If you feel you are having problems with drugs or are worried about somebody else that is, don’t hesitate to seek advice from within our support network.
VISITORS

You are welcome to have visitors to your flat, but please bear the other residents in mind - they pay to live there, while your guests do not. There are also designated rooms available for visitors to book in guest blocks on campus. To find out more, please see lancaster.ac.uk/sleep.

Visitors overnight

One visitor may stay in your room for up to three nights in any seven day period with the permission of the Accommodation Manager or Porter. In order to comply with fire regulations, all visitors staying after midnight must register either in advance or on arrival with the Porter.

Visitors may not stay overnight where their host is absent from residence (this is a disciplinary offence). As you are the resident, you are responsible for ensuring that your visitors observe the rules as laid down in the Terms and Conditions.

After midnight, the Porter will escort any visitor acting in a noisy or obstructive manner out of the accommodation and if necessary out of the College or off the campus altogether.

Under 18s

Our accommodation is for the use of students over 18 years of age (with the exception of some students that are 17 on admission but shortly to become 18). If you are having somebody under 18 to stay (for example a younger sibling) you must notify the Porter when signing them in. You may not have anyone under 16 to stay, except with the written permission of the Accommodation Manager.

Single Gender Areas

If you are living in single-gender accommodation you may not have visitors of the opposite sex to the flat, unless you have all consented as a group to allow it. Please note that male University staff will still have access though to carry out inspections, cleaning and maintenance work, for example.

Under 18s
Lancaster University benefits from the highest bus frequency of any UK campus University as well as excellent cycle paths between the campus, city and wider area.

Buses into the city centre leave from the Underpass underneath Alexandra Square every 5 minutes during the day in term-time and around every 10 minutes at evenings and weekends.

Buses 3, 3A, 4, 41, and 42 also serve Alexandra Park and the southern perimeter road, with bus stops situated around this route. There is also a direct bus link to Lancaster Railway Station, while all bus services stop at the University Sports Centre.

UniRider bus passes offer good value if you use the buses three or more days a week; these can be purchased at the Students’ Union.

**Car Parking**

You may only park a car on campus on weekdays if you display a valid permit, or pay and display a visitor parking ticket. Student parking is usually restricted to Alexandra Park but spaces are limited and allocated to those that need them most. If you think you need to bring a car onto campus please see the travel pages on the Facilities website for full policy details. Vehicles not parked in accordance with the regulations are liable to receive a Parking Charge Notice (PCN).

**Cycling & Cycle Storage**

Most colleges have covered cycle stores with access fobs/key codes available from the Accommodation Manager, or under-cover cycle stands. See lancaster.ac.uk/facilities/travel/cycling for details of routes and to read the University’s bicycle policy.

Further travel information, including cycle maps and bus timetables, are available in the Base, Students’ Union and on the Facilities website.
When you leave the accommodation you will need to leave it clean and tidy - as you found it - in order to protect your deposit. Be sure to clean and vacum your room (including ensuite bathroom if you have one), and leave any communal areas clean and tidy.

You will normally need to have moved out, locked your room and returned the keys to the Porters’ Lodge by 10.00am on the last day of your contract. See section 15 of the Terms and Conditions for more.

Once you have gone, your room and communal areas will be checked by our team of inspectors. Where they find damage or loss not disclosed on your inventory, or if extra cleaning is required or rubbish left in your room or in communal areas, deductions will be made before your deposit is refunded.

Any missing keys, tags and fobs, or lock changes requested, will also be charged back to you.

If you choose to leave early, you are still jointly responsible for any communal areas until the end of the contract.

Storage
Outside the period of your agreement, the University cannot provide storage space for your belongings. We recommend that you make appropriate arrangements for your belongings with a reputable storage company well in advance of the vacations. Any items left in rooms or shared areas after the contract has ended will be disposed of.

Unwanted Items
When you vacate the accommodation you will need to take all of your personal belongings with you, including those from the kitchen. Make sure that you take any rubbish and unwanted items to the relevant bin store or recycling point.

You may want to give anything reusable to the St John’s Hospice charity shop in Edward Roberts Court.

Vacation Periods
Please see section 15 of the Terms and Conditions.

Most letting periods include the Christmas and Easter vacations. If your contract doesn’t include the Easter break (there are a few of these) and you wish to stay, your Accommodation Manager will try to locate a vacant room for you.

Some rooms are available for students who wish to stay on campus during the summer vacation. The regulations covering Vacation Accommodation are the same as those for your normal room. You must pay for the booking before it commences and bring the receipt to collect the keys. The minimum term for each booking is seven nights.
The University has an Emergency Management Plan which covers a range of unforeseeable scenarios, from power outages and loss of mains water, to major fires and terrorist activity.

In the event of an unforeseen event or emergency affecting the accommodation and/or residents, we will, in the first instance, endeavour to provide information to you via email updates. If this is not possible for any reason – for example if the event happens out of hours, or in the event of a sudden loss of power – information will be posted on large notices in your Porters’ Lodge.

Depending on the nature and scale of the situation, information may be further communicated on the ground by University staff. However, the College Porters will always have access to updated information.

Evacuation procedures

Should we require you to evacuate the accommodation, we will sound the fire alarm, and you should follow evacuation procedures as advertised in your own residence building. If we require you to be moved to an alternative location, officers in attendance (such as Porters, Security, the Accommodation Manager or nominated representatives) will direct you from the advertised muster point.

Following on

Following the incident, and depending on the scale of it, our primary method of communication will remain (or if disrupted, revert to) email. Please do note these procedures and follow them should you need to during your stay.
TERMS & CONDITIONS
OF RESIDENCE IN UNIVERSITY ACCOMMODATION

Please read the Agreement Summary and these terms and conditions before Accepting the Agreement Summary.

THIS IS LEGALLY BINDING AGREEMENT.

In Accepting this Agreement, you agree to abide FULLY by the terms and conditions, which include paying for the FULL CONTRACTUAL PERIOD. If you don’t take up your Accommodation once you have Accepted, your deposit will NOT be refunded.

If there is anything you do not understand or wish to discuss, e.g. disability, allergy or other special requirement, please contact your Accommodation Manager BEFORE Accepting this Agreement.

Please read the Agreement Summary and these terms and conditions, which include paying for the FULL CONTRACTUAL PERIOD. If you don’t take up your Accommodation once you have Accepted, your deposit will NOT be refunded.

1: Grant of Residence

Subject to our rights to terminate this Agreement early set out in clause 20.3 below, we grant you the right to occupy the Accommodation for the Period of Residence.

2: Complaints

If you wish to raise a complaint about the condition of the Accommodation or about any issue arising from the terms of this Agreement, this should be done in accordance with the Complaints Procedure set out in the University Calendar, which can be found at https://gap.lancs.ac.uk/complaints/Pages/default.aspx.

3: Accepting this Agreement

3.1 If the Agreement has been Accepted by someone acting on your behalf we shall assume that you have given that person authority to Accept and will regard that Acceptance as binding on you unless you have previously notified us to the contrary.

3.2 If you move into the Accommodation without having formally Accepted this Agreement, you will be deemed as having Accepted the Agreement by your actions.

4: Enquiries

All enquiries relating to this Agreement by you should be addressed to the Accommodation Manager.

5: Variations

No termination or variation of this Agreement will be valid unless it has been confirmed in writing to you by the Accommodation Manager or, designated official.

6: Governing Law

This Agreement is governed by English law, which mean the international students, may be different from what you are used to and any legal proceedings brought by either you or us under the terms of this Agreement will be heard by the courts in England.

7: Accommodation fees

7.1 In exchange for the right to occupy the Accommodation, you agree to pay the Accommodation Fee by the dates set out in clause 7.2 and in accordance with the payment terms detailed in Schedule 2.

7.2 You agree to pay the Accommodation Fee in equal monthly instalments via the PAYROLL OF THE ACCOMMODATION FEE FOR THE WHOLE OF THE PERIOD OF RESIDENCE unless you or we find it necessary to alter your payment plan. If the Accommodation Fee remains unpaid at the end of each academic term in breach of your obligations, including paying reasonable administrative expenses.

7.3 If you leave the Accommodation before the end of the Agreement you will, unless we agree otherwise, be required to pay a proportional part of the Accommodation Fee that you are responsible for paying, calculated on a pro rata basis.

7.4 If the whole or any part of the Accommodation Fee remains unpaid in breach of your obligations, we will charge you £10 to cover our administration expenses for each email reminders we send you, acting reasonably, chasing you for payment of the cost we incur if you breach any of your obligations under this Agreement, including (but not limited to):

8: Breaches of obligations

8.1 We will refund your deposit within a reasonable period after the end of your Agreement. The deposit is refundable unless it has been confirmed in writing to you by the Accommodation Manager at the time you Accept this Agreement, which we are under no obligation to do) still be liable to pay ALL costs we incur if you breach any of your obligations under this Agreement. The deposit will not be refunded to you in these circumstances unless the probity and you will be invited to complete these online on arrival) and lists of the furniture and equipment in your Accommodation, including (but not limited to):

8.2 If you cancel this Agreement within 7 days of Accepting it, provided you have not gone into occupation of the Accommodation, your deposit will be refunded in full. The process does not apply in the event that you have Accepted the Agreement in the presence of the Accommodation Manager.

8.3.1 our administration fees and other fees or reasonable expenses incurred as a result of you not complying with your obligations.

8.3.2 any additional cleaning required

8.3.3 key, key fob or lock replacement where needed

8.3.4 any unpaid accommodation fees

8.3.5 any other breach of your obligations.

8.4 If you accept an Agreement for a subsequent Period of Residence within the duration of the current Agreement we will retain your deposit against it and only refund following your Final Agreement end date. If deductions are made during the Period of Residence, the balance will be refunded to you in the subsequent Period of Residence commences.

9: Moving in

You agree to check and complete the Inventories these are lists of the furniture and equipment in your Accommodation, and you will do so prior to occupation. We shall assume that the Inventories are correct if you do not complete them within 2 days.

10: College and University rules and regulations

10.1 You must comply at all times with:

• the regulations for the College in which you reside as determined and published by the College of the University Rules which are set out in the University Calendar which is available for review at https://gap.lancs.ac.uk/complaints/Pages/default.aspx. You should look at these before you Accept this Agreement. Please note that these rules are subject to review and alternate arrangements may be put in place during the year.

• the Residents’ Handbook available at lancaster.ac.uk/accommodation/residentshandbook.pdf.

• A breach of any of these rules and regulations could result in the termination of this Agreement.

10.2 In the event of any discrepancy or contradiction between these terms and conditions, the regulations for the College in which you reside, and the University Rules, the University Rules shall prevail and take precedence.
11: Respect for others
11.1 You agree to have and to show respect for other persons both in and/or through the College Residence at all times (including but not limited to):• Not disturbing the peace, quiet, or comfort of students, staff, or neighbours. This includes TV, stereo, CDs, musical instruments, etc. You will be asked to reduce the level of noise immediately if it is too loud. • Being respectful with and considering other residents, staff, and visitors, respecting and not damaging the belongings of others, not using aloud or abusive language, not smoking in other persons’ residences without permission and respecting the privacy of others. • Not harassing, threatening or using violence towards any person. • Not committing any illegal or offensive, or acting in a manner which is likely to cause disturbance to others. • Not bringing into the Accommodation any additional heaters or refrigerators and freezers into the Accommodation, except where the Accommodation Manager has given prior agreement in writing. • Not changing or damaging the decorative finish of the Accommodation. • Not removing, damage, or interfere with any fire alarms, emergency controls, stairwell or external fire escape, or telecommunications equipment in the Accommodation or which are registered with the Fire Authority for the College Residence. • Not entering to your residence in a safe manner and safely place it in the accommodation. • Not changing the locks, the door tumbler, or any other security control equipment. • Not using deep fat fryers. • Not bringing into the Accommodation any additional heaters, except where the Accommodation Manager has given prior agreement in writing. • Not allowing any child to have access to: • Any open roof areas surrounding the Accommodation; or • Any of your visitors do not immediately whenever the fire alarm is set. You will be asked to reduce the level of noise immediately if it is too loud. • Not smoking in the common area or surrounding the Accommodation. The use of e-cigarettes is similarly banned. You agree not to change or damage the decorative finish of the Accommodation. 
11.2: You agree that we may remove or exclude any visitor from the Accommodation, the College Residence, or any other part of the University where we have reasonable grounds to believe that this is necessary for the safety and well-being of others.
17. Services & facilities

We will provide the following during the Period of Residence:

17.1 Cleaning, maintenance and repair of the College Residence as specified in the Residents’ Handbook (except where damage is caused by you or another student who is liable to repair such damage under their residence Agreement).

17.2 Operation, inspection, servicing and repair of all plant, machinery and equipment in the College Residence including fire fighting equipment in the shared areas of the Accommodation, the Access Areas or any other part of the College Campus.

17.3 Launderette facilities on campus, for which there will be a separate charge for use. Please note, the laundry facilities are not available to an external company which is responsible for them.

17.4 Telephone point within the Accommodation.

18. Privacy

We will not unreasonably interfere with your privacy.

19. Access

We may give you at least seven days notice before entering your bedroom to clean, inspect, repair, or for any other reasonable purpose (NB advance notice will not be given in the case of any emergency, when entry may be necessary)

Where there is reasonable suspicion that you or your visitors are breaching the rules contrary to regulation and current notice gives, spot checks will be carried out without further warning. A serious breach may affect others’ enjoyment of their accommodation, or contravene health and safety regulations, including those in place for staff that work in the accommodation.

20. Disclaimer

We shall not be liable for any failure or interruption to any services, or for any loss arising from such failure or interruption, unless it was caused by our negligence.

20.2 Subject to the provisions of the Occupiers Liability Act 1982 and the Defective Premises Act 1972, we shall not in any circumstances incur any liability in respect of loss or damage to any person or property or otherwise, unless the loss or damage was caused by our negligence.

20.3 We have the rights to carry out any alterations or building works at the Accommodation; the College or on your or a neighbouring property without liability for disturbance where we have used reasonable endeavours to carry out works at times to limit your disturbance for as short a period as reasonably practicable (save in case of emergency or at the request of fire, police or ambulance and other statutory authorities).

21. Insurance

We will insure your personal belongings up to a specified limit, but you will be responsible for administering any claims which arise. Full details of the insurance policy are available at www.cover4students.com/lancaster. Please note that any claim you make will be subject to the normal excesses, and you may be responsible for part of the claim. There may be variations in the limits, and exclusions and limitations from cover which our insurer may impose from time to time.

21.1 We will insure the Accommodation against fire and other risks which we reasonably consider necessary.

21.2 We will use reasonable endeavours to carry out works at the Accommodation, the College or on our adjoining land at your expense where damage was caused by our negligence.

22. Obligations

Your obligations include:

22.1: If you or your visitors contravene any of the clauses given under “Your obligations”, we may exclude you from the Accommodation if we reasonably consider, because of your behaviour, or for any other reason, that it is necessary for your welfare and the wellbeing of others or to prevent damage to the Accommodation.

22.2: Your Accommodation Manager will normally be the nominated officer for dealing with most matters in the first instance, and in particular with any charges for damage or any additional cleaning required within your Accommodation. This will depend however, on the seriousness of the offence.

22.3: In serious cases, the College Dean, the University Tribunal or any of their nominated officers, may impose in addition to any charges made for damage/cleaning. Any complaint against such charges should be made in writing under the Complaints Procedure.

23. Fines

The following fines are designed to illustrate the types of behaviour which are unacceptable:

-• Interfering with or covering fire detection or fire safety equipment £300
-• Activating fire alarms by cooking without due care: Up to £100
-• Propping open fire door or interfering with any self closing fire door: £15-£100
-• Refusing to cooperate in the event of a fire

Where additional cleaning is required, you will first be issued with a warning and given an opportunity to clean your Accommodation. If the Accommodation is not returned to a reasonable standard following a cleaning demand, you may be charged for additional cleaning work. Any complaints against such charges should be made in writing under the Complaints Procedure.

24. Rights to temporarily suspend your rights to occupy

24.1: If you contravene any of the clauses given under “Your obligations”, we may exclude you from the Accommodation during an investigation of the offence and/or a Tribunal hearing. We consider acting reasonably, that your continued presence at the Accommodation will constitute a threat to life, limb or well-being and/or criminal damage to property.

Any decision to exclude you will be made in accordance with the procedure set out at paragraph 7.4 of Part II of the University Rules, and you have the right to appeal in accordance with procedures set out at Statute 21 of the University Rules.

24.2: We may temporarily exclude you from the Accommodation if reasonably considered necessary, because of your behaviour, or for any other reason, that it is necessary for your welfare and the wellbeing of others or to prevent damage to the Accommodation.

24.3: If you contravene any of the clauses given under “Your obligations”, we may exclude you from the Accommodation during an investigation of the offence and/or a Tribunal hearing. We consider acting reasonably, that your continued presence at the Accommodation will constitute a threat to life, limb or well-being and/or criminal damage to property.

Any decision to exclude you will be made in accordance with the procedure set out at paragraph 7.4 of Part II of the University Rules, and you have the right to appeal in accordance with procedures set out at Statute 21 of the University Rules.

Risks which we reasonably consider necessary.

20.2: If you or your visitors contravene any of the clauses given under “Your obligations”, we may exclude you from the Accommodation during an investigation of the offence and/or a Tribunal hearing. We consider acting reasonably, that your continued presence at the Accommodation will constitute a threat to life, limb or well-being and/or criminal damage to property.

Any decision to exclude you will be made in accordance with the procedure set out at paragraph 7.4 of Part II of the University Rules, and you have the right to appeal in accordance with procedures set out at Statute 21 of the University Rules.

24.2: We may temporarily exclude you from the Accommodation if reasonably considered necessary, because of your behaviour, or for any other reason, that it is necessary for your welfare and the wellbeing of others or to prevent damage to the Accommodation.

24.3: If you contravene any of the clauses given under “Your obligations”, we may exclude you from the Accommodation during an investigation of the offence and/or a Tribunal hearing. We consider acting reasonably, that your continued presence at the Accommodation will constitute a threat to life, limb or well-being and/or criminal damage to property.

Any decision to exclude you will be made in accordance with the procedure set out at paragraph 7.4 of Part II of the University Rules, and you have the right to appeal in accordance with procedures set out at Statute 21 of the University Rules.

24.2: We may temporarily exclude you from the Accommodation if reasonably considered necessary, because of your behaviour, or for any other reason, that it is necessary for your welfare and the wellbeing of others or to prevent damage to the Accommodation.
27.1: In serious cases where you have not complied with Your Obligations (or where we reasonably suspect that you have not complied with them); or

27.2: if you cease to be a student of the University.

27.3: where we reasonably consider, because of your behaviour, or for any other reason, that it is necessary to move you from the Accommodation to protect your wellbeing, or the wellbeing of others or to prevent damage to the Accommodation.

25.1: A place on a programme of study and/or for a place in college residence, or flats accommodation.

26.1: We may terminate this Agreement by giving you notice in any of the following circumstances:-

26.2: Our right to terminate

25.2: Where we reasonably consider because of your behaviour, or for any other reason, that it is necessary to move you from the Accommodation to protect your wellbeing, or the wellbeing of others or to prevent damage to the Accommodation.

28.1: Under the circumstances set out in clause 25, we shall give you reasonable notice (taking into account the circumstances) that we are relocating you. The notice period will not normally be less than 4 weeks but may be as little as 24 hours. The termination of the Agreement will not affect our rights to claim against you for any loss or damage.

28.2: Under the circumstances set out in clauses 26 and 27, we shall give you reasonable notice (taking into account the circumstances that we are terminating the Agreement. The notice period will normally be less than 4 weeks but may be as little as 12 hours. The termination of the Agreement will not affect our rights to claim against you for any loss or damage.

28.3: If the Agreement is terminated in the circumstances set out in clause 26.1, we shall give you reasonable notice (taking into account the circumstances) that we are relocating you. The notice period will not normally be less than 4 weeks but may be as little as 24 hours. The termination of the Agreement will not affect our rights to claim against you for any loss or damage.

30: VAT

30.1: At the date of this Agreement the rent for students is exempt from VAT but we reserve the right to charge VAT if it becomes payable during the Period of Residence, for instance, if you become a non-student of the University.

30.2: Council Tax

30.3: If you are a Council Tax payee in respect of the Accommodation, you are not entitled to claim Council Tax relief from the local authority.

12: Guarantees of accommodation

12.1: Any guarantee given by us to allocate accommodation to you shall cease to have effect if this Agreement is terminated or suspended for any reason in accordance with these terms and conditions.

31: Service of notices

31.1: Any notice that we serve on you under this Agreement will be made in writing and either by delivery by hand, first class post, or special or recorded delivery and sent to you at:

(a) the Accommodation and/or
(b) the address you provide to us in the Agreement Summary, or
(c) the address you provide to us in the Agreement Summary and/or such other address that you have notified us of in accordance with clause 25.3.

31.2: We shall mail any notice given to you, or on your behalf in connection with your application to the University, for a place on a programme of study and/or for a place in college residence, or flats accommodation, in person, by post, by fax, by email or by any other means at your request.

31.3: We shall mail any notice given to you, or on your behalf in connection with your application to the University, for a place on a programme of study and/or for a place in college residence, or flats accommodation, in person, by post, by fax, by email or by any other means at your request.

32: Guarantees of accommodation

32.1: Any guarantee given by us to allocate accommodation to you shall cease to have effect if this Agreement is terminated or suspended for any reason in accordance with these terms and conditions.

33: Guarantees of accommodation

33.1: Any guarantee given by us to allocate accommodation to you shall cease to have effect if this Agreement is terminated or suspended for any reason in accordance with these terms and conditions.

33.2: Guarantees of accommodation

33.3: Any guarantee given by us to allocate accommodation to you shall cease to have effect if this Agreement is terminated or suspended for any reason in accordance with these terms and conditions.
PAYMENT OF ACCOMMODATION FEES

1: Payment method
Your Accommodation Fee must be paid either:
- by credit/debit card in one instalment.
- by credit/debit card in termly instalments.

The deadlines for payment of the Accommodation Fee each term are listed on your invoice, and in the panel to the left.

If your contract begins after October payment is due by the contract start date.

2: Making payments
2.1: In order to pay by credit or debit card online please visit the University website and select ‘online payments’. The direct address is as follows: lancaster.ac.uk/users/finance/ onlinepayments.

Please note that the University does not accept Diners Club cards.

2.2: You will be issued with an invoice for your rent and will need the invoice number before you can pay. Please don’t make online payments before you have received your invoice number.

2.3: Before making the payment, check whether the amount shown on the invoice is correct. You may wish to advise your card issuer of any transactions which you will be making in advance.

3: Sponsors
If a sponsor is paying all or part of your fees, an invoice for the relevant amount will be sent with in a month of your starting your course. If your sponsor fails to pay the invoice you will become liable for the full payment. The University will advise you if this happens.

4: Late payment
4.1: You will be sent reminders each term to your University email address regarding any overdue balance on your account. Any overdue balances will be charged late payment penalties as stated in paragraphs 7.1 and 7.3 of the terms and conditions.

4.2: If you can’t pay by the due date, you must speak to your Accommodation Manager before the deadline – they are able to offer payment arrangements on compassionate grounds. If you don’t do this, you may be charged late payment penalties.

5: No refund of Accommodation Fees
You are not entitled to any refund of the Accommodation Fee if you fail to take up the Accommodation, vacate it before the end of the Period of Residence without our consent, or are absent from the Accommodation, unless you are able to let the Accommodation.

6: No deductions
You are not entitled to make any deductions from the Schdule Two: PAYMENT OF ACCOMMODATION FEES

Payment Deadlines
You must pay your accommodation fees before the due dates set out on your invoice. Late payment without prior agreement results in late payment charges.

If you pay in one instalment you should pay by Friday 6 October 2017.

If you pay in two instalments the deadlines are Friday 6 October 2017, Friday 12 January 2018 and Friday 20 April 2018.

If you have a 50 week contract the final payment is due by Friday 13 July 2018.

Late payment penalties will exceed any transaction limit set by your card issuer. You will become liable for the full payment. The University will advise you if this happens.

4: Late payment
4.1: You will be sent reminders each term to your University email address regarding any overdue balance on your account. Any overdue balances will be charged late payment penalties as stated in paragraphs 7.1 and 7.3 of the terms and conditions.

4.2: If you can’t pay by the due date, you must speak to your Accommodation Manager before the deadline – they are able to offer payment arrangements on compassionate grounds. If you don’t do this, you may be charged late payment penalties.

5: No refund of Accommodation Fees
You are not entitled to any refund of the Accommodation Fee if you fail to take up the Accommodation, vacate it before the end of the Period of Residence without our consent, or are absent from the Accommodation, unless you are able to let the Accommodation.

6: No deductions
You are not entitled to make any deductions from the

A schedule of representative costs for missing or broken items, household goods, repairs and cleaning can be found online at lancaster.ac.uk/ accommodation.

Prices are intended to be indicative of the cost of repair or replacement of the items, and all include VAT and administration costs. Damage for any items not listed will be charged as per the invoice issued.

The cost of damage or cleaning in shared areas will be split between all residents of the tenancy or the responsible individual cannot be identified.

Where any part of any room requires cleaning, the advertised costs represent the minimum costs for extra cleaning. There may be occasions where the condition of an area is such that it requires the services of an external contractor, and this work will be charged at the contractor’s costs, plus VAT (4% administration).

INVENTORIES
Make sure you fill in the electronic room inventory provided at the start of the year, and also the one relating to your communal areas. I don’t want to hear that you haven’t completed them as we will assume that everything is present and correct, and you will be held liable for any damages at the end of the year.

If something is damaged or broken during the tenancy please report it to your Accommodation Manager when it happens. We can arrange for it to be repaired/replaced, and ascertain whether a charge will be levied.

APPENDIX CHARGES

The charges below are just an illustration of the most common (indicative, based on 2017-18 charges). See your Accommodation Manager for more information.

Decoration
Patch patching: £18.00 per square metre

Cleaning
Removal of rubbish: £5.30 per bag/large item
Removal of recycling: £0.35 per bag
Additional Cleaning: £1.91
Kitchen left dirty: £6.50
Mirror/ Chandelier spots: £1.90

Household items
Household items
Mop/bucket/brush replacement: £11 each
Iron replacement: £27.55
Kettle replacement: £22.05
Inspector replacement: £9.25

Security
Window handler/ restrictor damage: £11
Lock change required: £4.50
Disc lock: £22.05
Key/ Fob: £6.30

Dampness
Dampness will be billed as per the price quoted on the invoice. Repairs and replacement of items such as furniture, kitchen fittings, worktops and flooring can be very expensive.

CHARGES

SCHEDULE TWO

PAYMENT OF ACCOMMODATION FEES

1: Payment method
Your Accommodation Fee must be paid either:
- by credit/debit card in one instalment.
- by credit/debit card in termly instalments.

The deadlines for payment of the Accommodation Fee each term are listed on your invoice, and in the panel to the left.

If your contract begins after October payment is due by the contract start date.

2: Making payments
2.1: In order to pay by credit or debit card online please visit the University website and select ‘online payments’. The direct address is as follows: lancaster.ac.uk/users/finance/ onlinepayments.

Please note that the University does not accept Diners Club cards.

2.2: You will be issued with an invoice for your rent and will need the invoice number before you can pay. Please don’t make online payments before you have received this.

2.3: Before making the payment, check whether the amount shown on the invoice is correct. You may wish to advise your card issuer of any transactions which you will be making in advance.

3: Sponsors
If a sponsor is paying all or part of your fees, an invoice for the relevant amount will be sent with in a month of your starting your course. If your sponsor fails to pay the invoice you will become liable for the full payment. The University will advise you if this happens.

4: Late payment
4.1: You will be sent reminders each term to your University email address regarding any overdue balance on your account. Any overdue balances will be charged late payment penalties as stated in paragraphs 7.1 and 7.3 of the terms and conditions.

4.2: If you can’t pay by the due date, you must speak to your Accommodation Manager before the deadline – they are able to offer payment arrangements on compassionate grounds. If you don’t do this, you may be charged late payment penalties.

5: No refund of Accommodation Fees
You are not entitled to any refund of the Accommodation Fee if you fail to take up the Accommodation, vacate it before the end of the Period of Residence without our consent, or are absent from the Accommodation, unless you are able to let the Accommodation.

6: No deductions
You are not entitled to make any deductions from the