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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 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 accommodation 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.
Lancaster University’s accommodation team have won the ‘Best Customer Service’ award in the National Student Housing Awards as well as an outstanding achievement award from the University itself. The accommodation has taken the ‘Best University Halls’ title seven times since 2010 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.
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.
ARRIVING & MOVING IN

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 room/flat.

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 594541.

If an emergency repair is required (and if you can’t access a computer), let your Porter know.
If you require assistance with any of the appliances in your accommodation you can ask the Porter for help. Manuals can be found on the Facilities website at lancaster.ac.uk/facilities/services/manuals.

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 use your full name as it is registered with the University rather than any aliases, and your full termtime address once you get here.

Remember to 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 £7,500, computers up to £2,500 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 campus flats), but there are seven 24-hour launderettes across campus and one at Chancellors Wharf. See section 17.9 of the Terms and Conditions for more.

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.

Drones

To protect your privacy, flying of drones on the main campus is prohibited.
Our accommodation offers wired and wireless access to the internet and IT network, including to printers, software online, file storage and the Student Portal.

You can connect your devices to the secure eduroam wi-fi service on campus. If you have a wi-fi signal problem in your room please report it at lancaster.ac.uk/iss/wifi-problem.

Access the high speed wired ResNet service by using a cable to connect your computer to the network point on the wall, then open your web browser and follow the on-screen guidance. If you have a problem with ResNet please report it at lancaster.ac.uk/iss/resnet-problem.

You can only connect a wireless access point or hub to the network in your room if you have been granted written permission by the University.

**Television, TV licences and online content**

If you watch TV – including online – you’ll need to buy a licence. Without one you could be prosecuted and fined. See information at tvlicensing.co.uk/students.

TV reception in some areas of the campus is variable.

You mustn’t download, stream or view any copyrighted material that hasn’t been paid for by you or the service you’re using. That includes via peer-to-peer file sharing services which use your device to redistribute material, breaching UK copyright legislation and the University’s Computer User Agreement (CUA). The University is alerted of this activity and pursues it as a disciplinary offence.

**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**

For IT support you can request services, report problems and find information in the online Help Centre at lancaster.ac.uk/helpcentre. If your problem can’t be solved this way, please visit the Learning Zone Support Desk or see Service Desk contact details at lancaster.ac.uk/iss/help.
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. There is no provision on University closure days, and the service may be reduced in the event of unexpected staff absence.

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.

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.
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.

Sample charges are given on page 47, with a more comprehensive list available online at lancaster.ac.uk/accommodation.
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 lettings 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 no 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 5 October 2018.

You are normally expected to pay termly, and the deadlines are Friday 4 October 2019, Friday 10 January 2020 and Friday 17 April 2020.

If you have a 50 week contract the final payment is due by Friday 10 July 2020.
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 to assist with fire suppression in the very early stages of a fire. Students are not expected to fight a fire - this will be the task of trained personnel, such as the Security and Portering team. If you find that any extinguishers are damaged or have been tampered with, then you must report this to the Porter who will arrange to deal with the matter.

Abuse of firefighting and fire prevention equipment is a criminal act and will lead to severe 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 detectors. 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 kitchen 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 or deep fat fryers, oil, petrol, paraffin or bottled gas appliances (including oil lamps), candles or incense sticks, shisha pipes, plug-in air fresheners, 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 disturbance.

Harrassment

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, and if to a different college full approval must be obtained from both.

We normally enjoy full occupancy during the early part of the year, making it difficult for us to handle room move requests. We do however 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.

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.

Please note that unauthorised room moves contravene our safety procedures, which depend on us knowing who lives where. If you are an international student you will also be in breach of your visa conditions if you change rooms without permission or let somebody else live in your room. Any changes of address must be recorded with the police.

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/flat without consulting flatmates
- 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.
PERSONAL SAFETY

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 incident (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 need medical advice you can call 111 in the UK, or visit 111.nhs.uk. If the operator thinks you need an ambulance they will call you one.

In the event of an emergency that requires the assistance of the police or the ambulance service you should dial 999.

Make sure that you also inform University Security by dialling 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 aiders 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) suffers from any infectious disease, notify the Porter immediately.

Smoking
Smoking in university buildings (including the accommodation) is against the law. 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.

Where rooms are inspected and found to smell of smoke charges to deodorise them will be imposed, along with any specialist cleaning and redecoration costs.

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.

Meningitis
There is a national vaccination programme to offer inoculations for Meningitis C to all under 18s and students in their first year at University. If you were not vaccinated against Meningitis C at school, contact your GP as soon as possible. This vaccine does not protect against Meningitis 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: Severe headache; stiff neck and possibly other joints; dislike of bright lights; drowsiness/lack of coherence/lethargy; fever and/or vomiting; a rash (spots or bruising under the skin which do not turn white when pressed eg with a glass).
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.
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.

During term-time, buses are the most popular method of transport for students, leaving campus every 5 minutes from the Underpass and heading in to the city centre. At evenings and weekends, there are six buses an hour, servicing multiple bus stops across campus.

You can get live timetable information in the iLancaster app, while the Stagecoach website has all the details of the Unirider student bus pass, including an impressive 45% discount.

Visit lancaster.ac.uk/travel for more details.

**Car Parking**

With excellent local transport links the vast majority of residents find that they don’t need a car on campus, though the Student Parking Policy provides access to parking permits on South West Campus for students who satisfy the needs-based criteria. Visitor pay and display parking is also available with various payment methods available at the parking meters.

Please note that parking enforcement is in operation, and you can find more information on the travel pages of the Facilities website: lancaster.ac.uk/facilities/travel.

**Cycling & Cycle Storage**

Cycling is very popular at Lancaster with a direct cycle route to the city and over 1200 dedicated cycle parking spaces on campus - and more to come. Most colleges have secure cycle stores with access fobs/key codes available from the Accommodation Manager. A map showing all the places you can store bicycles safely and securely, as well as some popular cycle routes can be found at lancaster.ac.uk/facilities/cycling.
LEAVING THE ACCOMMODATION

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 vacuum 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 required, 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, or look out for Green Lancaster’s recycling collection points in your College.

Vacation Periods

Please see section 15 of the Terms and Conditions.

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.

The big screen in Alexandra Square is powered independently and will be used to communicate announcements and updates in the event of a campus-wide power outage. The University web pages and Twitter feed are also useful sources of information.

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

THIS IS A LEGALLY BINDING AGREEMENT.

In Accepting this Agreement, you agree to abide FULLY by 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.

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

GUIDANCE NOTE: Words commencing with a capital letter have the specific meanings set out in the glossary in Schedule 1

1: Grant of Residence

Subject to our rights to terminate this Agreement early (set out in clauses 26-29 below) we grant you the right to occupy the Accommodation for the Period of Residence. If the Period of Residence set out in the Agreement Summary does not include the Easter vacation you must vacate the Accommodation and remove all your personal possessions from it by 10 am on the last day of Term.

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 this 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 by the Head of Accommodation, or designated official.

6: Governing Law

This Agreement is governed by English Law which, for 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.
YOUR OBLIGATIONS

7: Accommodation fees

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

7.2: You agree that if you leave the Accommodation before the end of the Agreement you will, (unless we agree otherwise which we are under no obligation to do) still be liable to pay ALL OF THE ACCOMMODATION FEE FOR THE WHOLE OF THE PERIOD OF RESIDENCE unless you or we are able to find a suitable replacement occupier who is not already in University owned accommodation. The suitability of the proposed replacement occupier will be determined by us (acting reasonably).

7.3: Your obligations to pay the Accommodation Fee set out in clause 7.1 apply WHETHER OR NOT you take up the Accommodation.

7.4: If the whole or any part of the Accommodation Fee remains unpaid in breach of the payment terms, we will charge you £10 to cover our administration expenses for each email that we send you, acting reasonably, chasing you for payment of arrears.

7.5: If the whole or any part of the Accommodation Fee remains unpaid at the end of each academic term in breach of the payment terms, we will charge you a penalty of £50 for late payment by way of compensation for lost interest.

8: Deposit

8.1: You agree to make the deposit payment to the Accommodation Manager at the time you Accept this Agreement. The deposit covers losses, damages, any additional cleaning required, key, key fob or lock replacement where needed, and any unpaid rent or other sums payable as a result of any other breach of your obligations, including reasonable administrative expenses.

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

8.3: We will refund your deposit within a reasonable period after the end of your Agreement, less any deductions for the proper costs we incur if you breach any of your obligations under this Agreement, including (but not limited to):

8.3.1: our administration fees and other losses or reasonable expenses incurred by us 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 it following your final Agreement end date. If deductions are made during the current Agreement you may be asked to restore the balance before the next 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 be invited to complete these online on arrival) and notify the Accommodation Manager of any discrepancies within 2 days of taking occupation. We shall assume that the Inventories are correct if you have not done so within 2 days.

10: College and University discipline regulations

10.1: You must comply in all respects with:

• the requirements for the College in which you reside as determined and published by the College.
• the Student Discipline Regulations which are available for review at: https://gap.lancs.ac.uk/policy-info-guide/5-policies-procedures/Documents/Student-Discipline-Regulations.pdf. You should look at these before you accept this agreement.
• 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 Student Discipline Regulations, the Student Discipline Regulations shall prevail and take precedence.
11: Respect for others

11.1: You agree to have and to show respect for other persons living and/or working in the College Residence at all times, including (but not limited to):

- keeping noise at a level that does not interfere with the study, sleep or comfort of other residents, staff and neighbours. This includes TVs, stereos, CD players, musical instruments, etc. You agree to reduce the level of noise immediately if asked to do so.
- behaving with respect and consideration towards other residents, staff and your neighbours. This includes not damaging the belongings of others, not using foul or abusive language, not taking or using other residents’ possessions without permission and respecting the privacy of others.
- not harassing, threatening or using violence towards any person.
- not committing any arrestable offence, or acting in a manner which conflicts with our policies on drugs, offensive weapons or equal opportunities, nor in any way acting in a manner which is likely to bring us into disrepute.
- not bringing any firework or any other items which we reasonably consider to be dangerous, including (without limitation) firearms, air weapons, bows, knives, swords, martial arts weapons, and any other offensive weapons including paint ball guns and replica, ceremonial and toy weapons.
- being responsible for your visitors’ behaviour whilst they are in the Accommodation and College Residence. This includes being responsible for payment for any damage or losses they may cause.

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 their exclusion is necessary for the safety and/or well being of other persons.

12: Safety and security

12.1: It is your responsibility to help ensure that the Accommodation is safe to live in, and for employees of the University to work in. Guidance is given in this Residents’ Handbook.

12.2: You agree to vacate the College Residence (and ensure any of your visitors do so) immediately whenever the fire alarm is sounded and co-operate at all times with our staff and the emergency services.

12.3: You shall have due regard to the fire evacuation procedures contained in the Residents’ Handbook and also displayed in the College Residence, and agree not to do anything which may cause a fire hazard, including (but not limited to):

- tampering with fire doors or any of our fire prevention and control equipment
- using candles or joss sticks
- obstructing corridors, stairwells, or fire escapes
- bringing into the Accommodation any additional heaters
- using deep fat fryers.

12.4: You agree to observe our no smoking policy. Smoking is not permitted anywhere in University managed accommodation. The use of e-cigarettes is similarly banned.

12.5: You agree to ensure that your Accommodation and the College Residence in which it is located is left secure. For example, you must lock your door and close your window before leaving the Accommodation, and you must lock any corridor and main entrance doors in the College Residence when entering or leaving.

12.6: You agree not to copy your room keys or to give them to any other person.

12.7: If you are the occupant of a family flat, you agree not to permit any child to have access to:

- any open roof areas surrounding the Accommodation; or
- the landings and stairwells leading to the Accommodation unless supervised by a responsible adult.

13: Respect for your living environment

13.1: You agree to keep the Accommodation in a clean and tidy condition at all times and to carry out your share of cleaning in the shared areas of the Accommodation.

13.2: You agree to regularly remove rubbish and recycling from the Accommodation in a safe manner and safely place it in the designated area at your College.

13.3: You agree not to change or damage the decorative finish of the Accommodation.

13.4: You agree not to remove, damage, or interfere with any fixtures, fittings, furniture or equipment, electrical, plumbing or telecommunications installation in the Accommodation or Access Areas or any other part of the College Residence.

13.5: You agree not to erect or install any outdoor aerial, satellite dish, wireless access point, hub, switch or router.

13.6: You agree not to keep any animals, birds, reptiles, insects or fish at the Accommodation. Assistance dogs are permitted following consultation with the Accommodation Manager/Disabilities Officers.

13.7: You agree not to bring any additional soft furnishings or refrigerators and freezers into the Accommodation, except where the Accommodation Manager has given prior agreement in writing.

13.8: You agree not to bring or install washing machines in the Accommodation, except in certain family flats with the prior Agreement of the Flats Accommodation Manager. Dryers are not permitted anywhere in the accommodation.

13.9: You agree to promptly report any loss, breakage, damage or failure of facilities, using the reporting procedure set out in
the Residents’ Handbook.

13.10: You agree that we may, at reasonable times, enter the Accommodation to clean, inspect, repair, or for any other reasonable purpose (NB advance notice of visits will be given, except in the case of repairs reported by you, or in an emergency, when entry may be at any time).

14: Use of Accommodation

14.1: You (and, in the case of a family flat, any members of your family authorised by us to live with you) agree to use the Accommodation only as study and living accommodation.

14.2: You agree not to sublet or allow others to occupy the Accommodation, and your rights under this Agreement are not transferable.

14.3: You agree that your visitors can only stay in your Accommodation for three consecutive nights in any week with the prior permission of the Accommodation Manager, and provided that they are registered on arrival and on departure with the Porter at your College (for Health and Safety reasons).

14.4: You agree that you may not move to other University accommodation without first obtaining prior consent via your Accommodation Manager. There is an administrative charge of £20 if consent is given, payable to the College you are moving from.

14.5: If you are permitted or asked to move, all the terms and conditions of this Agreement are transferable to the new Accommodation.

14.6: When using ResNet at the Accommodation you must comply with our Computer User Agreement (CUA); a summary is available at lancaster.ac.uk/iss/rules.

15: When you leave

15.1: At the end of the Period of Residence you agree to:

- leave the Accommodation and all items listed in the Inventories in the same condition as they were in at the start of the Period of Residence, except for fair wear and tear;
- remove all your belongings, rubbish and recycling from the Accommodation;
- return to us all keys or key fobs to the Accommodation.

If your Period of Residence does not include vacations, you agree to do this at the end of each term.

15.2: You agree to pay the reasonable cost of replacing any key or key fob which is not returned, or of replacing a lock (and this will include our administration costs).

15.3: You acknowledge that if you do not comply with 15.1, we are entitled to take legal action against you to require you to leave the Accommodation. We reserve the right to claim for and charge for damages and loss which we suffer or incur as a result of your failing to leave the Accommodation at the end of the Period of Residence, including (but not limited to) the costs of any such legal action.

15.4: We can dispose of your personal valuables and deduct the cost of doing so (and any storage costs) from any sale proceeds and/or the Deposit if you do not collect or remove your personal valuables within 1 month of the end of the Period of Residence (or of the date this Agreement ends if either you or we terminate it early).

16: Indemnity

You are liable to us for all loss or damage suffered as a result of any breach by you or your visitors of this Agreement. This includes (but is not limited to) any expense properly incurred in collecting arrears, paying professional advisors and in relation to court proceedings.

Online information

The University website address is lancaster.ac.uk. Further information on the accommodation is located at lancaster.ac.uk/accommodation.

Further information on the colleges is located at lancaster.ac.uk/colleges; or on the following individual college pages:

- Bowland: lancaster.ac.uk/bowland
- Cartmel: lancaster.ac.uk/cartmel
- County: lancaster.ac.uk/county
- Furness: lancaster.ac.uk/furness
- Fylde: lancaster.ac.uk/fylde
- Grizedale: lancaster.ac.uk/grizedale
- Lonsdale: lancaster.ac.uk/lonsdale
- Pendle: lancaster.ac.uk/pendle
- Graduate: lancaster.ac.uk/graduate
OUR OBLIGATIONS

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 by another student who is liable to repair such damage under their residence Agreement).

17.2: Operation, inspection, servicing and repair of all our plant, machinery and equipment in the College Residence including the provision of all fuel and water.

17.3: Fire fighting equipment in the shared areas of the Accommodation, the Access Areas or any other part of the College Residence.

17.4: An adequate supply of hot water for domestic use.

17.5: Reasonably adequate heat to the radiators during the Period of Residence, having regard to prevailing weather conditions. This may mean, therefore, that the heating is turned off during the summer period.

17.6: Employment of staff for the day to day running of the College Residence.

17.7: Kitchen refuse bins (including repairing and replacing them when necessary) in the shared areas of the Accommodation, and arranging for disposal of refuse from the external bin areas.

17.8: Items on the Inventories, which we shall also maintain (except for loss, breakage or damage attributable to you or your visitors).

17.9: Laundrette facilities on campus, for which there will be a separate charge for use. Please note, the laundry facilities are provided by an external company which is responsible for them.

17.10: A telephone point within the Accommodation.

18: Privacy

We will not unreasonably interfere with your privacy.

19: Access

We will 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 repairs reported by you, or in an emergency, when entry may be at any time).

Where there is reasonable suspicion that you or your guests are in breach of the rules contrary to regulation and warnings given, 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

20.1: 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 is caused by our negligence.

20.2: Subject to the provisions of the Occupiers Liability Act 1957 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 right to carry out any alterations or building works at the Accommodation, the College or on our adjoining or neighbouring property without liability for disturbance where we have used reasonable endeavours to carry out works at times likely to minimise disturbance for as short a period as reasonably practicable (save in case of emergency).

21: Insurance

21.1: 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, limitations and exclusions from cover which our insurer may impose from time to time.

21.2: We will insure the Accommodation against fire and other risks which we reasonably consider necessary.
PROCEDURE FOR BREACH
BY YOU OR YOUR VISITORS OF YOUR OBLIGATIONS

22: Referral to College Dean/Accommodation Manager

22.1: If you or your visitors contravene any of the clauses given under Your Obligations (clauses 7 to 16), action may be taken by the relevant College Dean or the University Board of Discipline or any of their nominated officers, including the Accommodation Manager in accordance with the procedures set out in the Student Discipline Regulations.

22.2: Your Accommodation Manager will usually 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: Where minor offences are repeated, or where offences are more serious, the case may be referred to the relevant College Dean or the University Board of Discipline.

22.4: The College Dean will normally deal with breaches of clauses in paragraphs 10 (College and University Regulations), 11 (Respect for others) and 12 (Safety and Security).

23: Payment for loss or damage

23.1: You must pay for any losses, damage, any additional cleaning required, key, key fob or lock replacement where needed, or any other breach of your obligations and reasonable administrative expenses will be charged.

23.2: Where the perpetrators cannot be identified (and we will use reasonable endeavours to identify them), you may be charged a fair and reasonable proportion of the cost of making good any loss or damage caused, unless you can demonstrate that you were not at the Accommodation or in the College Residence when the damage occurred.

23.3: 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 satisfactory condition by the given deadline, a charge for additional cleaning will be made.

23.4: The following fines are designed to illustrate the types of behaviour which are unacceptable. Typical charges for damage and additional cleaning are given in the Residents’ Handbook. The exact amount will depend on the seriousness of the case and could be more than the maximum shown in very serious cases.

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

Anti-social activities:
- Throwing litter; unacceptable levels of noise: £10-£100

TEMPORARY EXCLUSION OF YOUR RIGHT TO OCCUPY
THE ACCOMMODATION FOR SERIOUS BREACH

24: Our right to temporarily suspend your right to occupy

24.1: If you contravene any of the clauses given under Your Obligations, we may temporarily exclude you from the Accommodation during further appropriate investigations of the offence and any subsequent Board of Discipline meeting. We would do this where we reasonably consider, following the risk assessment arrangements as set out in the Student Discipline Regulations that your continued presence at the Accommodation would constitute an unacceptable risk. Any decision to exclude you will be made in accordance with the Student Discipline Regulations, and be subject to appeal.

24.2: We may temporarily exclude you from the Accommodation if we reasonably consider, following our Fitness to Study procedures, that it is necessary to exclude you from the Accommodation to protect the wellbeing of yourself or others, or to prevent damage to the Accommodation.
RELOCATION

25: Right to Relocate

25.1: We reserve the right to require you to move to similar alternative accommodation for reasonable management reasons including (but not limited to):
- any alterations or building works being carried out at the Accommodation and/or the College Residence or the Accommodation;
- the College Residence being damaged, such that we deem it unfit for occupation.

25.2: We reserve the right to require you to move to similar alternative accommodation (where it is reasonable for us to do so):
- in serious cases where you have not complied with Your Obligations (or where we reasonably suspect that you have not complied with them);
- 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.

OTHER REASONS FOR THE UNIVERSITY TERMINATING THE CONTRACT

27: Our right to terminate

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

27.1: if we are unable to find you similar alternative accommodation (despite our reasonable efforts) and, through no fault of your own, either (i) the current Accommodation has been severely damaged and we deem it unfit for occupation, or (ii) we are unable to provide the Accommodation as a result of events beyond our control.

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.

27.4: if any information supplied by 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 accommodation is untrue, inaccurate or misleading, or if you fail to disclose relevant information which would amount to a misrepresentation.

TERMINATING THE CONTRACT FOR SERIOUS BREACH

26: Our right to terminate

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

26.1: in serious cases where you have not complied with Your Obligations (or where we reasonably suspect that you have not complied with them); or

26.2: if you fail to comply or co-operate with a reasonable request by us to provide information or to assist in connection with a risk assessment undertaken by us (which you agree to do).

NOTICE OF TERMINATION AND/OR RELOCATION

28: Notice and effect of termination and/or relocation

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 may be as little as 24 hours.

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 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.

28.3: If the Agreement is terminated in the circumstances set out in clause 27.1, we shall refund any Accommodation Fee you have paid in respect of the period after the date of termination. If the Agreement is terminated on any other grounds, we will not be obliged to refund the Accommodation Fee unless we are able to re-let the Accommodation, in which case we will refund the Accommodation Fee corresponding to the period after the Accommodation is re-let.

GENERAL

29: Service of notices

29.1: Any notice that we serve on you under this Agreement will be made in writing and will be delivered by hand, first class post, or special or recorded delivery and sent to you at:
- the Accommodation and/or;
- the address you provide to us in the Agreement Summary, or such other address that you have notified us of in accordance with clause 29.3 and/or;
- by email to your University email address.

29.2: A notice sent by the following means is to be treated as having been received:
- if delivered by hand, on the day of delivery; or
- if sent by special or recorded delivery, on the first working day after posting or;
- if sent by first class post, on the second working day after posting or;
- if sent by email to your University email address.

29.3: You agree to notify the Accommodation Manager, in writing, of any change to the address you provide to us in the Agreement Summary.
30: VAT

At the date of this Agreement the accommodation fee 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/or if there is a change in the law.

31: Council Tax

If there is any Council Tax payable in respect of the Accommodation, you (and not the University) shall be responsible for paying this to the local authority.

32: Guarantees of accommodation

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.

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**SCHEDULE ONE**

**GLOSSARY & INTERPRETATION**

1: Words used in the Agreement Summary and in these Terms and Conditions have the following meanings:

"Access Areas" Means all stairwells, corridors, landings and entrance halls within the College Residence.

"Accept" Means to formally accept the offer of the Accommodation on-line or by signing a paper copy of the Agreement Summary and "Accepted" and "Accepting" are to be interpreted accordingly.

"Accommodation" Means the accommodation offered/let to you, which includes in case of a shared flat all shared areas in that flat or any other alternative Accommodation provided where we need to relocate you under this Agreement.

"Accommodation Fee" Means the charges for your occupation of the Accommodation as stated in the Agreement Summary.

"Accommodation Manager" or “Flats Accommodation Manager” Means the member of staff responsible for student residential accommodation at the relevant College Residence, or flats accommodation.

"Agreement" Is the Agreement between us and you relating to the Accommodation and comprising:

- the Agreement Summary
- these terms and conditions
- the College regulations as set out by the College and also available from your College Manager
- the Student Discipline Regulations as set out in the Calendar of the University of Lancaster, at https://gap.lancs.ac.uk/policy-info-guide/5-policies-procedures/rules-of-the-university
- the Residents’ Handbook enclosed with these terms and conditions and also available at lancaster.ac.uk/accommodation
- the Complaints Procedure set out in clause 1 of these terms and conditions
- "Agreement Summary" Means the specific details of the Accommodation being granted to you, the Accommodation Fee and payment dates which you Accept to confirm your Agreement to these terms.
- "College" Means the specific college named in the Agreement Summary.
- "College Residence" Means the student residential accommodation areas forming part of the relevant College
- "Inventories" Means the lists of furniture and equipment at the Accommodation, issued to you on arrival
- "Period of Residence" Means the period of residence granted by this Agreement starting and ending on the dates stated in the Agreement Summary

2: In these terms and conditions "you" means the person signing the Agreement and “we” and “University” means Lancaster University. The expressions "your” “our” and “us” should be read in the same way.

3: The Agreement is between the University and yourself only, and third parties have no right to enforce it under the Contracts (Rights of Third Parties) Act 1999.
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 Accommodation Fee and will need the invoice number before you can pay. Please don’t make payments before you have received this.

2.3: Before making the payment, check whether the amount will exceed any transaction limit set by your card issuer. You may wish to advise your card issuer of any large transactions 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 within 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 7.4 and 7.5 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 advise on hardship funds or in some circumstances vary 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 using your reasonable efforts you or we are able to re-let the Accommodation.

6: No deductions

You are not entitled to make any deductions from the Accommodation Fee.
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 if 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, plus 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. If we don’t receive these back completed 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 your stay, 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.

SAMPLE CHARGES

The charges below are just an illustration of the most common (indicative, based on 2018-19 charges). See your Accommodation Manager for more information.

**Decoration**
- Patch painting: £18.50 per sq metre

**Cleaning**
- Removal of rubbish: £6.30 per bag/large item
- Removal of recycling: £6.30 per bag
- Additional Cleaning: £21
- Kitchen left dirty: As per invoice
- Chair/carpet spot clean: £12.60
- Curtain clean: £26.25

**Household items**
- Mop/bucket/brush replacement: £11 each
- Iron replacement: £27.55
- Kettle replacement: £22.05
- Single mattress replacement: £99.25

**Security**
- Window handle/ restrictor damage: £11
- Lock change required: £40.50
- Door key: £22.05
- Key fob: £11

**Damages**
Damages will be billed as per the price quoted on the invoice. Repairs and replacement of items such as furniture, kitchen worktops and flooring can be very expensive.
Lancaster University Accommodation is approved by the UUK Code of Practice and the Lancaster University Homes scheme, both of which aim to ensure students enjoy good quality accommodation.

Residents’ Handbook project management & design by Andrew Gibson for Lancaster University Accommodation Services.

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