

## Student Residence Re-Opening Contract

2020

### We would like to welcome back students into our residential houses.

As a student of LanguageUK, I accept the offer of residence accommodation and I agree to abide by both the school and residence rules. I understand that these rules are put in place to ensure an enjoyable stay and for my personal safety. I understand that I may be asked to leave the residence (without notice) if I repeatedly break the rules of the residence. There will be no refund of the residence fees.

#### General:

**There will be only one student per room unless you are from the same family or same "bubble".**

**All students will require to follow the kitchen rotas to reduce contact in the kitchen areas.**

**We will stagger check in and check outs as required.**

**Students are not allowed any guests in the residence, until the government gives us clear instructions to do otherwise.**

**Students are responsible for keeping your rooms clean and tidy, the kitchen and hallway, stairs will be cleaned by our cleaners and all rooms will be deep cleaned before you arrive and after you have left for the next student.**

**If you should present symptoms of Covid-19 you will need to isolate in your own room, food and extra linen will be bought to your room.**

- All our residences are completely non-smoking; this means students are not allowed to smoke anywhere inside the residence including communal areas and their bedrooms. Smoking is permitted in the garden only.
- Students should not tamper with smoke detectors; this is a serious risk to you and other students. Under no circumstances should student lock open doors in residence, this is a serious security risk and fire hazard.
- There should be no parties or excessive noise after 11pm in any of our residences. Any students found to be continually breaking this rule will be asked to leave the residence.
  - Students must pay for any loss or damage that they cause to the residence property. If damage has occurred in communal areas and no one accepts responsibility, the cost will be split amongst all tenants. Please show respect to other students in your flat by keeping things clean and tidy. When you arrive at your residence:
    - Students should check their rooms for any previous damage, marks, stains, or missing items and report any issues to the residence immediately. If damage is found after the student's arrival, the student would be responsible for these damages and will be charged accordingly.

#### During your stay:

- Students should report all maintenance problems (keys, light bulbs, bedding/towels, internet connection problems, etc.) to the accommodation department and for any serious problems.
- Chip pans/Deep Fat fryers/Mochas are not allowed to be used in the residence kitchens.
- Students must not swap rooms with other students. This is strictly forbidden whilst covid-19 is still around.
- Students must strictly follow the kitchen rules hanged on the notice board in the flat.

#### Departure:

- During the last week in residence a LanguageUK staff member and/or Accommodation Officer will conduct a 'pre-departure check' in the rooms to check for damages. Students do not need to be present, however if students would like to do so, they must contact the administration team for a time.
- Check out time for residence is by 10am, upon departure students should return their keys reception.
- The bedroom should be left tidy and all rubbish should be removed.

**Please also be aware that:**

- If a student decides to shorten or cancel their stay, please speak to the Accommodation Officer at school. Cancellation more than 28 days before the start of the accommodation – Full refund.
- Cancellation less than 28 days before the start of the accommodation – 2 weeks of accommodation is payable to the school.
- If students wish to extend their stay in residence, you must notify the Accommodation Officer at least 7 working days before your end date.

Please note that extensions are subject to availability and room allocation cannot be guaranteed after your end date.

**Extra Fees**

Extra night (Saturday arrival or Sunday departure): £25 each

Late check-in fee (if arriving between 23:00 and 7:00): £40

Loss of Keys to be charged at £50

I understand and agree to the contract outlined above:

PERSONAL DETAILS	
<b>Today's Date (dd/mm/yy)</b>	
<b>Student signature</b>	
<b>Full Name and Surname(s)</b>	
<b>Mobile Number (UK and /or abroad)</b>	
<b>Email Address</b>	

EMERGENCY CONTACT DETAILS	
<b>Name</b>	
<b>Relationship with the student (mother, father, friend, etc)</b>	
<b>Telephone Number</b>	

Contact at LanguageUK:

Please speak with the Accommodation Team in the Administration office at the school.

Opening times: 09.00 -17.00 (Monday-Friday)

Telephone: 0044 (0) 1227455556



### Useful information

Property address	59(a) Ivy Lane CT1 1TU
Wi-Fi	Name: UKWIFI Password: ukfreedom
School contact number	01227455556
Emergency contact numbers	07767601210

### TERMS AND CONDITIONS

#### Accommodation

- (a) Residence accommodation is only available to students who are over 18. Please be advised that we do not have family rooms and the maximum number of occupants is one per single room and two per double room.
- (b) Guests are to familiarise themselves and comply with all fire regulations and evacuation procedures. Please note that fire evacuation procedures can be found on the back of bedroom doors.
- (c) Should any guest's behaviour be deemed unacceptable to LanguageUK or they are found to be engaging in activities that might jeopardise its license, they will be asked to leave immediately, and no money will be refunded.
- (d) Smoking is strictly prohibited in all LanguageUK buildings, including accommodation.
- (e) Please note that pets and other animals are not allowed on LanguageUK premises except for guide or support dogs. If you are bringing a guide or support dog, please notify LanguageUK at the time of booking.
- (f) The resident guest(s) will be held responsible for any loss or damage to LanguageUK property and the accommodation should be left in a clean and tidy condition, with any breakages notified to LanguageUK prior to departure. Guests will be given an inventory list of the property. A charge will be levied for malicious damage or unreasonable wear and tear to the property over the period of the booking. LanguageUK will not accept responsibility for loss or damage to personal property or vehicles and guests are therefore advised to ensure that accommodation and any vehicles are securely locked, and no valuables left unattended.
- (g) All inquiries regarding occasional overnight visitors should be discussed with the LanguageUK accommodation department directly. Guests permitted are at the discretion of the accommodation department only. and will incur a £30 charge per night.
- (h) If keys are lost or not returned, a guest will be charged for each key by LanguageUK.
- (i) If a guest requests to change rooms this will incur an additional admin fee.
- (j) Guests will be charged a fee if they decide to cancel their accommodation after booking.
- (k) LanguageUK does not accept liability for failure to provide any of the services contracted and reserves the right to alter or cancel any booking due to circumstances beyond our control, including but not limited to industrial action, postal communications, flooding, and failure in electricity, gas and water, or fire alarm evacuation. In the event of such an occurrence, LanguageUK will use all reasonable efforts to offer an alternative service.
- (l) LanguageUK does not accept liability for accident, injury or damage to the Client, their guests, contractors and agents, or their respective property due to their own actions, neglect or actions of others.
- (m) If you feel unwell during your stay, please notify the school on 01227 455556 or emergency number: 07767601210 and call NHS Direct on 111 for medical advice. In an emergency please call 999.

#### Personal Information

- (a) LanguageUK stores student information in electronic and paper format.
  - (b) Some of the personal information students supply will be passed on to accommodation providers or airport transfers companies.
- © All students applying to study at LanguageUK agree to the disclosure of their data to appropriate inspecting bodies, such as the Home Office and the British Council, as required by the Data Protection Act.
- (d) In order to fulfil our obligations to our students, and, in some cases, to the British authorities, it is necessary for us to see and copy student passports (and visas if applicable), to have contact details for them (including a

mobile phone number if the student has one), and to have details of their next of kin in their home country. Students must, therefore, agree to provide these details and keep them up to date if they change.

(e) By accepting these terms and conditions students accept our right to use their personal information in this way.

(f) Students and/or parents are reminded of the need to disclose medical information about the student to the school when the booking is made and to enquire prior to enrolling whether the school and accommodation facilities are suitable for the individual's needs.

(g) If a student has any specific learning requirements or special needs or physical disabilities, we strongly urge them to declare this at the booking stage. This will allow the school to ensure that we are able to consider the requirements in a professional and appropriate manner.

(h) LanguageUK will assess all declarations on a case by case basis. If the school feels that it does not have the resources or expertise to deal with the issues, then this will be communicated prior to arrival in the UK. Where the school judges that it cannot properly accommodate a student's needs through reasonable adjustment, the school reserves the right to refuse admission.

(i) If a special need or disability is not disclosed at the time of booking but one is identified after arrival at LanguageUK, then the school will discuss options for special provision as appropriate with the student and/or his or her parents. Please note that the school does not offer a service for identifying special needs and does not have specialist resources to do so. If it becomes clear that we cannot adequately deal with the student's particular needs through reasonable adjustment or by providing additional support (usually at an additional cost), the school will endeavour to find a more appropriate provider in the UK or will make arrangements for the student to return home. We will not be responsible for paying for these arrangements. We will not normally refund fees in these circumstances.

(j) The details provided in the registration form will be stored by LanguageUK on its administrative systems, whether on paper, computer, or any other medium, and will be used for LanguageUK purposes only. All personal details and any other information provided to LanguageUK will be processed in accordance with the provisions of the relevant national legislation (with reference to the Data Protection Act 1998) and relevant data protection authorities. LanguageUK will not supply any personal information provided by applications to any third parties unless necessary to provide services requested or perform LanguageUK marketing activities. It is the student's responsibility to keep LanguageUK informed of any changes to their contact details for the entire length of their course.

#### **Conduct**

(a) LanguageUK reserves the right to refuse admission to any student or to dismiss any student from school or accommodation without refund in the event of misconduct or unsatisfactory attendance or work. The school expects students to adhere to the standards and rules we set.

(b) We always expect students to behave reasonably towards other students, school staff and accommodation providers and to respect cultural, racial, and religious differences.

#### **Resolution of disputes**

All complaints will be fully investigated as per the school's Complaints Procedure.

#### **Liability**

(a) LanguageUK, its directors, employees, representatives, agents, homestay hosts and sub-contractors will not be liable for any sickness, injury or death of a student, any damage caused to a third party by a student or repatriation costs. LanguageUK strongly recommends that students take out adequate insurance.

(B) LanguageUK will not be liable for delays or cancellation of transportation arrangements, including airport transfers and missed flight departures, caused by bad weather, traffic congestion, road closures, official safety or security advisories, sickness or incapacity of drivers or vehicle breakdown. LanguageUK strongly recommends that students take out adequate insurance.

#### **Force Majeure**

(a) LanguageUK is not liable for failure to perform its obligations if such failure is as a result of causes beyond its reasonable control but not limited to Acts of God (including fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics or other natural disaster that are beyond the reasonable control of the parties), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity, internet or telephone service. Refunds will not be made in such circumstances.

(b) In the event of an outbreak of infectious disease re Covid-19, all students and or parents/guardians are required to comply with rules regarding quarantine as set by government agencies or by the school.