1. **GUESTS**

Student Summer Residences at Cardiff University are available for the following categories of guest (you will be required to supply evidence to show eligibility):

- Students studying at Cardiff University during summer period
- Any University students not studying at Cardiff University during summer period (including Graduation students)
- Prospective students with an offer to study at Cardiff University (must be aged 18 or over)
- Guest accompanying Cardiff University students in Student Summer Residences (only 1 guest per student and must be aged 18 or over. *This arrangement is suitable for guests of a similar generation i.e. not for parents/mature guests*).

If you do not fit into one of the above categories, please contact the Conference Office on Tel: +44 (0) 29 2087 4702 or Email: conference@cardiff.ac.uk who will be able to advise you of alternative Cardiff University residences.

**Please note that a place in residences will not be offered to any student who has an outstanding debt with the University.**

2. **RESIDENCES**

- Residences are only available from Wednesday 14 June 2017 until 10.00am on Wednesday 13 September 2017
- Residences for bookings of 30 nights stay or more will be in Cartwright Court. Bookings of a shorter duration will be at Senghennydd Court. All are subject to availability
- All residences at Senghennydd Court are single occupancy with shared facilities. Bathrooms and kitchens are shared between 5 people
- All residences at Cartwright Court are single occupancy with shared facilities. Bathrooms are shared between 2-6 people and kitchens are shared with up to 6 people
- Subject to availability, car parking is provided at a charge of £1 per night

3. **BOOKINGS**

To make a booking:

- Complete the relevant Booking Form/Residences Agreement and return it as instructed on the form
- Wherever evidence/information is required, this must be attached/provided at the time of booking
- Booking forms must be received at least 3 working days prior to your arrival.
- Please note that booking forms are only processed during office hours – Monday to Friday, 8.00am to 3.00pm at Cartwright Court and 9.00am to 5.00pm at Senghennydd Court.
Confirmation of Booking:
Short Term Stays (29 nights or less)

- On receipt of your completed Booking Form a provisional booking will be made. You will be asked to pay for the whole of your stay prior to your arrival in order to secure your booking. **This payment is non-refundable** (see 5. REFUNDS for further details)
- Once this payment has been received you will be sent confirmation of your booking and the dates of residence

Long Term Stays (30 nights or more)

- On receipt of your completed Booking Form a provisional booking will be made. You will be asked to pay for 30 nights stay prior to your arrival in order to secure your booking. **This payment is non refundable**
- Once this payment has been received you will be sent confirmation of your booking and the dates of residence

4. **PAYMENT**

- Costs are detailed on the Booking Form. You will also be asked to sign the Booking Form on arrival, which then becomes a Residences Agreement
- VAT: If your stay is related to study, evidence must be provided at the time of booking if VAT is not to be charged. Bookings of 30 days or more are not VAT chargeable. VAT will be charged at the rate according to current legislation
- Payment can be made by cheque, debit card or credit card. Most cards are accepted, with the exception of AMEX and Diners cards
- Short Term Stays – full payment is required in advance of your arrival
- Long Term Stays – a payment of 30 nights is required in advance of your arrival
- Further payments must be made to the Residences Office at Cartwright Court prior to the period of stay to which the payment relates
- There will be a £50 charge for keys not returned

5. **REFUNDS**

- No refunds will be given if you vacate your residence early
- All payments or pre-payments are non-refundable except in exceptional circumstances
- Requests for refunds should be made to the Residences Reception (see contact details below)

6. **ARRIVAL**

- Guests must arrive within the hours shown below:
  - Senghennydd Court: 12.00noon to 10.00pm, seven days a week
  - Cartwright Court: 12noon to 3.00pm or 5:00pm to 10:00pm, Monday to Friday.
    - Please note, this office is closed on Saturday and Sunday
- You will need to bring a copy of your Booking Confirmation letter on arrival. If you are a student you will also be required to show your Student ID card

7. **CLEANING**

- During occupancy the communal areas will be serviced by our domestic staff once a week (Monday to Friday)
- The cleaning of the study bedroom is your responsibility
8. MAINTENANCE

- Any equipment faults or damage, or other maintenance issues should be reported to your Residences Reception within office hours.
- Out of office hours any emergencies should be reported to Security via telephone: +44 (0)29 2087 4444.
- The University reserves the right of entry to all Premises and Rooms for cleaning, maintenance, inspection or emergencies.
- Reporting of defects, maintenance or presence of pests will be deemed as authorisation to enter the Premises and/or Room without notice.

9. LINEN/KITCHENWARE

- Linen is not provided, but linen packs are available for hire, at £6.00 per linen pack. If you would like to request a linen pack, please note this on the Booking Form. Hired linen is to be left in the room on your departure. There will be a charge for the replacement of missing items.
- Kitchenware is not provided and you are advised to bring your own.

10. GENERAL CONDITIONS OF OCCUPATION

- All rooms in Cardiff University Residences are single occupancy; only one person may stay in a room.
- University Property must not be removed from any residence.
- You will be charged for any damage, loss or theft of any property for which you are responsible.
- If damage, loss or theft is discovered on completing a check of the premises after your departure an invoice will be forwarded to you for the replacement cost.
- The University accepts no responsibility for occupants' personal possessions.
- Excessive noise is the greatest cause of friction between occupants. Please keep noise at a reasonable level.
- During your stay if your room key is lost or damaged a £20.00 replacement fee will be charged.
- Smoking is not permitted in or on the premises, this also includes the use of e-cigarettes.
- You are required to vacate your residence and return your key to your Residences Reception by 10am on the day of departure.
- If the key is not returned you will be invoiced £30 to cover the cost of replacement keys.
- Wi-Fi is available to all guests. Cardiff academic network connection points are available to registered Cardiff University students only. Further information about the service can be viewed on the Cardiff University Residences’ Network (RESLAN) website at www.cardiff.ac.uk/insrv/reslan.

11. CONDUCT

- The Resident will not do anything which may prejudice good estate management and the smooth running and efficiency of the University’s residences and will:
  - Not impede University staff in the performance of their duties and comply with reasonable instructions issued by Residences Staff and any other staff or persons acting on behalf of the University.
  - Refrain from any behaviour which may be perceived as harassment or annoyance to other residents on any basis and in particular on grounds of gender, nationality, race, religion or sexuality and sexual orientation.
Behave in a considerate manner towards staff, visitors and fellow residents and ensure that there is no loud noise outside the Room at any time, in particular between 11pm and 7am

12. HEALTH & SAFETY

- You should not interfere with any fire protection/alarm detection systems, signage or appliances or fire exits in the Premises and fire doors must not be propped open and all fire escape routes must be kept clear.
- You should not adjust or interfere with any electrical installation including but not limited to electrical service metres, and/or switchgear, gas or electrical heating boilers or appliances and/or related controls. **Note: interference with fire and electrical systems may be a criminal offence**
- You should not use lighted candles, incense burners or plug-in air fresheners in the Premises.
- You should not otherwise do anything that may put the health and safety of the other Residents or University staff at risk in any way.
- You should not keep animals or birds in the Room or elsewhere in the Premises.
- You should remove all refuse and leave in the specified refuse area every day before 12 noon. If a member of Residences staff has to remove refuse a fee will be charged to the Flat for each bag removed. Glass, opened cans or any potentially dangerous items must be disposed of safely.
- The University may remove any item of furniture, equipment or other property which in its reasonable opinion is a risk to the health and safety of others. Such items will be retained by the University at the Resident’s reasonable expense and returned only when the Resident has made arrangements to remove them from the Premises. Where the Resident fails to make such arrangements and the item is in the University’s possession at the end of the Residential Period, the University shall dispose of it in. Alternatively the University may in its reasonable discretion hand the item over to the police.

13. DEPARTURE

- You are required to vacate your residence and return your key to Reception by 10am on the day of departure.
- If you return your key on the day of departure after 10am, you will be charged for an extra nights stay.
- If your departure time is outside office hours you will need to call to Reception prior to your departure to discuss departure arrangements.
- There will be a £50 charge for keys not returned.

14. FIRE SAFETY

Please read the fire notice that is situated in your room, this will indicate where the assembly point is.

**On hearing an alarm:**
- Leave the building by the nearest available exit (every time the fire alarm is activated).
- Close all doors / windows behind you if safe to do so.
- Do not stop to collect personal belongings.
- Never re-enter the building until you are informed it is safe to do so.

**On discovering a fire:**
- Sound the alarm.
- Evacuate calmly, if you have a guest, take them with you.
- Never use water on a flammable liquid fire
- Call for assistance

All residents must comply with all University health and safety and fire safety guidance and regulations.

15. **ADDITIONAL CHARGES**

- Replacement keys if lost or damaged - £20.00 per key
- Damage, loss or theft of University property - full cost of repair or replacement
- Propping open fire doors - £10.00 per person
- Tampering with fire equipment including covering of fire detector heads, break-glasses etc. - £50.00 per piece of fire equipment
- Discharging fire extinguishers - £50.00 charge per extinguisher
- Damage to any fire equipment - £50.00 minimum charge
- Smoking in no-smoking premises - £50.00 fixed penalty issued by local authority

**Please note: Student Summer Residences finishes at 10.00am on Wednesday 13 September 2017**

If you have any queries, please do not hesitate to contact the Residences Reception:

<table>
<thead>
<tr>
<th>Residence</th>
<th>Email</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cartwright Court</td>
<td><a href="mailto:SummerCartwright@cardiff.ac.uk">SummerCartwright@cardiff.ac.uk</a></td>
<td>+44 (0)29 2046 4939</td>
</tr>
<tr>
<td>Senghennydd Court</td>
<td><a href="mailto:SummerSenghennydd@cardiff.ac.uk">SummerSenghennydd@cardiff.ac.uk</a></td>
<td>+44 (0)29 2087 5709</td>
</tr>
</tbody>
</table>