

# Milner School of English Wimbledon

## Terms & Conditions for accommodation at Greencoat Halls of Residence

Please read and ensure that you understand the following information, rules and conditions prior to booking and paying for your accommodation at Greencoat:

### **Charges:**

Weekly room cost: £199 (single studio)

One-off Accommodation Placement Fee: £55

To secure your booking: £100 deposit at the time of booking. All fees must be paid at least two weeks before arrival.

**Linen & Bedding Hire:** £10. Includes duvet, duvet cover, pillow and sheets. Bedding must be returned in good condition at the end of your stay.

### **Payment Terms & Refund Policy:**

Full payment for the complete length of your stay must be received by Milner School no less than two weeks before your arrival date. If payment is not received by this time we will consider the booking to be cancelled. We also need two weeks' notice of any postponement or change of dates. Please note that if you vacate your room early, there is no refund on any rent.

### **Visas:**

If your visa is refused we require two weeks' notice. If you give Milner School less than two weeks' notice there is no refund. If your visa is delayed, we require two weeks' notice. With less than two weeks' notice, there is no refund or extension granted.

### **Check-In & Check-Out:**

Check-in should be between 8am – 10pm.. You are expected to leave the room as you found it. Check-out time is 10am. It must be clean and you must remove all of your belongings. You will be charged for any necessary clean-up costs incurred.

### **Noise & Disturbance:**

Please keep noise to a minimum. You will be fined £50 + VAT for any excessive or unreasonable noise that is reported. Please keep music and TV at a moderate volume and talk quietly in communal areas, especially after 11pm. Shouting inside or outside the residence is inconsiderate. Please speak to your neighbour if s/he is disturbing you. If you have already done so without success, use the complaint procedure outlined below.

### **Your Room:**

Includes large single bed, wardrobe, desk, ensuite bathroom, kitchenette (fridge, microwave, hob, sink, cupboard and basic equipment pack) The room and your keys belong to Greencoat Residence. Greencoat will try to ensure that you stay in the same room throughout your stay. Sometimes this may not be possible for various reasons, so we may ask you to change rooms. You can only put posters up on the provided notice boards. Please do not attach posters to the walls as this can damage the paintwork and may incur a repair fine. Students are not permitted to keep any type of animal in their room, including fish. Candles, joss-sticks and hookah are forbidden in your room, the communal areas and corridors. These are a fire risk and will be removed if found. Above all, it is your responsibility to keep your room clean and tidy. It is your responsibility to empty your own rubbish bins when they are full and to dispose of rubbish in the correct area. When you depart, your room needs to be as clean as you found it. If not, you will be charged a £20 cleaning fee + VAT.

**Moving Rooms:**

If you would like to move to a different room, you will be charged an administrative fee of £40 + VAT.

**Guests:**

Guests are allowed for a maximum of 3 nights at one time, but need to be registered. To book your guests in, please sign the appropriate forms at Greencoat Reception. This is a Fire Safety requirement. You are responsible for the behaviour of your guests.

**Communal Areas:**

Includes coin laundry, TV/common room, quiet study room. A daily cleaning service is provided in the common areas.

**Doors:**

It is a safety requirement that all doors to the buildings, flats and floors must be kept closed at all times. You must not prevent the doors from closing properly. Please report any doors that do not close properly.

**Smoking:**

All areas of Greencoat Residence are non-smoking. This includes the communal hallways, stairwells, smoking out of the bedroom window and putting cigarettes out on the window ledge. If we find any evidence of you smoking in your room or anywhere in the building, you will be fined £50 + VAT. There is also a fine for covering the smoke detector. Security cameras are in operation around the residence to monitor this.

**Vandalism:**

It is important to keep Greencoat in good condition so that everyone can enjoy staying there. Vandalism, such as deliberately setting off a fire alarm, discharging a fire extinguisher, writing graffiti or damaging property will not be tolerated. All damage to property must be paid for.

**Inspections:**

Occasionally, Greencoat staff may require access to your room for routine inspections. In this case, each tenant will be given at least 12 hours' notice of the date, time and purpose of the visit.

**Complaints Procedure:**

If you have a complaint about your accommodation or another tenant, please notify the manager of Greencoat. If your complaint has not been addressed and rectified within 3 weeks, please contact the Managing Director of Greencoat .....(name)..... Legal counsel can be provided by Greencoat for any issues you may wish to raise. Greencoat & Milner School of English will work together to resolve any complaints. These Terms & Conditions are a summary of Greencoat's Licence which can be provided on request if required.

I have read and I understand all the above information and conditions. I agree to abide by the above terms and conditions:

Signature:

Full Name:

Date: