

# Booking Terms and Conditions

**Please read these carefully before you apply for accommodation.**

**Please note, submission of an online accommodation application does not guarantee a place in halls.**

## 1. General

- 1.1. New students may apply for a room in halls once they have firmly accepted their academic offer at the University of Reading on a full time programme.
- 1.2. Current students may apply for halls as long as they will be on a full time academic programme during the period they intend to live in halls (please note there are limited rooms available for returning students).
- 1.3. All residents who live in halls must be on a full time programme of study.
- 1.4. You can apply to halls online on this website.
- 1.5. You must pay a £250 deposit when accepting an offer of a room; this will act as a holding deposit for the room.
- 1.6. We guarantee accommodation to the following students:
  - 1.6.1. A **new full-time undergraduate** who holds Reading as a Firm UCAS choice **and** applies for accommodation by 1 August **and** satisfies the conditions of your academic offer by 31 August of your year of entry\*
  - 1.6.2. A **new full-time postgraduate** who holds an unconditional academic offer **and** applies for accommodation by 1 August **and** satisfies the conditions of your academic offer by 31 August of your year of entry\*  
\*subject to any restrictions listed in these terms and conditions.
- 1.7. We may not be able to guarantee you your first choice of room but we'll do our best to meet your requirements from the choices you've made on your application where possible. This includes requests such as being allocated with friends, however again we cannot guarantee that a student can be housed in a specific room or together with/apart from any other student(s).

## 2. We may have to withdraw your application if:

- 2.1. You are a current or previous resident who has an outstanding accommodation debt.
- 2.2. You are a current or previous resident whose behaviour in halls has been unacceptable (unacceptable is defined as the student having been subject to University disciplinary sanctions).
- 2.3. If you are applying after the 1<sup>st</sup> of August and we no longer have rooms available.
- 2.4. If you do not accept your accommodation offer within the given timescale.
- 2.5. Or other reasons laid out more explicitly in the [Student Residence Agreement](#).

In all of the above cases we will refund the holding deposit.

## 3. The Offer of Accommodation

- 3.1. We will review your application as long as it complies with these terms and conditions.
- 3.2. You will only be eligible to receive an accommodation offer once your academic offer becomes unconditional.
- 3.3. When you receive an offer of accommodation you will be asked to sign up to the [Student Residency Agreement](#).
- 3.4. To accept your offer you must agree to the terms and conditions of the Student Residency Agreement, this is a legally binding contract. You must also pay the holding deposit of £250. Full details on how to accept the offer will be provided in the offer of accommodation.
- 3.5. Your offer of accommodation is usually valid for 5 working days, starting from the date of the offer (please note the offer will be valid for less than 5 days on some occasions, please check your offer carefully), after that period IT WILL BE WITHDRAWN if you have not accepted it. Please note, from mid-August offers may be valid for a shorter period of time due to the high turnaround of

applications at this time. Please ensure you are checking your registered email account daily for updates and offers. You must keep your contact details up to date.

#### **4. Under 18 Applicants**

- 4.1. Accommodation is only available to students if they will be aged 17 by the start of the residency period as indicated in the offer of accommodation.
- 4.2. Students can apply for accommodation at any time but will only be offered accommodation with a start date after the date that they have turned 17, if available.

#### **5. Placements and Exchanges**

- 5.1. Students who have applied for, or accepted, an accommodation offer are eligible to terminate their residence agreement before they check-in to halls, if they subsequently secure a placement for that academic year.
- 5.2. Students who have applied for, or accepted, an accommodation offer but subsequently take up an Erasmus or Study Abroad place, need to contact the accommodation office ([accommodationonline@reading.ac.uk](mailto:accommodationonline@reading.ac.uk)) immediately to inform them of their change of requirements.
- 5.3. Short term accommodation can be offered for Erasmus/study abroad students, please contact the accommodation office for more details.

**If you are considering applying for a placement or exchange please state this on your application in the comments section of the form.**

#### **6. Cancellations**

- 6.1. Before you have accepted an offer of accommodation you can reject your application at any time. Please contact the accommodation office if you wish to do this.
- 6.2. **Once you have accepted an offer of accommodation you can only cancel if:**
  - 6.2.1. You send written notice of cancellation to reach the University ([accommodationonline@reading.ac.uk](mailto:accommodationonline@reading.ac.uk)) within 7 working days after entering into the Contract, provided that the Period of Residence has not started, this is known in the Student Residence Agreement as the 'Cooling off Period'. In this case the holding deposit would be refunded in full.
  - 6.2.2. You do not meet the academic offer made by the University of Reading. In this case the holding deposit would be refunded in full.
  - 6.2.3. You decide not to come to the University of Reading. In this case the holding deposit would be retained by the University.
  - 6.2.4. You are an International student and you have failed to get the required VISA. In this case your holding deposit will be refunded in full.

**Otherwise you are obliged to honour your residency agreement which is a legally binding contract which you have accepted. You will only be released from your hall contract with us if you find a suitable student to take your room (we will do our best to help you with this). For more information see our [Accommodation Cancellation](#) page.**

#### **7. Short term agreements**

- 7.1. Our normal contracts run for 40 or 51 weeks but sometimes we are able to offer short term agreements. We can sometimes offer contracts for term one only or terms two and three only.
- 7.2. Please make sure you do not sign up for a long term agreement if you only need hall accommodation for a short period of time. Remember if you sign a 40 or 51 week contract you are still legally bound to pay it, even if you only need one term.
- 7.3. Please [contact us](#) to find out more about short term bookings.

#### **8. Staying Longer than your contracted period of residence**

- 8.1. To arrive before the start of your contract date please contact the accommodation office, via [accommodationonline@reading.ac.uk](mailto:accommodationonline@reading.ac.uk) early to organise an early arrival date, if available for your room.
- 8.2. If you want to stay beyond the end of your contract vacation residence can be booked, but not necessarily in the same room. A valid booking must be made to stay for any dates after the end of your period of residence. Failure to do so could result in an overstay charge and would be in breach of the Student Residency Agreement.
- 8.3. All extra nights in accommodation must be made by prior arrangement and will be charged separately.

## **9. Data Protection Statement**

- 9.1. When you make a halls application you accept that your details are being given to third party accommodation provider (UPP). UPP can, and may, pass on any relevant information about you including your address, payment details, conduct and contact details in the course of our legitimate business operations.