

**Bournemouth University Accommodation Terms and Conditions**  
(Issued March 2018)

**Please note that before booking accommodation, you will be asked to agree to Bournemouth University's Accommodation Terms and Conditions (see below). Please read these terms carefully and make sure you understand them before reserving the accommodation.**

We are Bournemouth University Higher Education Corporation ("**BU**" / "**we**" / "**us**" / "**our**") of Poole House, Talbot Campus, Fern Barrow, Poole, Dorset BH12 5BB, with VAT number GB 504 4921 66. BU is regulated by Higher Education Funding Council for England and BU is an exempt charity for the purposes of the Charities Act 2006.

To contact us about an order placed with us via the Eventbrite website at [www.eventbrite.co.uk](http://www.eventbrite.co.uk) (the "**Website**"), please refer to the relevant BU organiser's contact details set out in the event advertisement on the Website or contained within your order confirmation from BU.

**These terms set out the terms and conditions (the "Terms") on which BU provides the accommodation (the "Accommodation") listed on the Website to you (references to "you" and "your" are to be construed accordingly).**

**Please read these Terms carefully before reserving the Accommodation. Before reserving the Accommodation you will be asked to agree to these Terms. Please note that these Terms are not intended to supersede or replace those of Eventbrite and the terms and conditions which Eventbrite requires you to agree to when making a booking on the Website will apply as well as these Terms.**

**If you do not accept and agree to these Terms, you must not reserve the Accommodation on the Website.**

These Terms, and any contract between us, are only in the English language.

Please print a copy of these Terms for future reference. A copy of or a link to these Terms shall be sent out in any automated e-mail confirming receipt of your order ("**Order Acceptance**").

These Terms are subject to change (please see below).

BU shall retain a copy of the version of these Terms in place at the time of your reservation and you may request a copy of these Terms by contacting BU via e-mail to [legalservices@bournemouth.ac.uk](mailto:legalservices@bournemouth.ac.uk) and/or by post to Legal Services, Bournemouth University, M209 Melbury House, 1-3 Oxford Road, Bournemouth, Dorset BH8 8ES.

## **1. YOUR STATUS**

1.1 By reserving Accommodation you warrant that:

- (a) you are legally capable of entering into binding contracts; and
- (b) you are at least 18 years old; and
- (c) if you are not a consumer, that you have authority to bind any business on whose behalf you use the Website to reserve the Accommodation.

1.2 Some of the sections in these Terms apply to both business customers and consumers, and some of the sections in these Terms apply to business customers only or to consumers only. Such sections are highlighted as such. You are a business customer if the Accommodation is to be used in the course of your business, otherwise you are a consumer. Nothing in these terms will affect your legal rights as a consumer.

## 2. CONTRACT FORMATION

2.1 After completing your reservation and accepting these Terms, BU shall send you an Order Acceptance acknowledging that BU has received and accepted your reservation.

The contract between you and BU (the “**Contract**”) will only be formed when BU sends you the Order Acceptance e-mail.

2.2 Your reservation constitutes an offer to BU to reserve Accommodation which BU is free to accept or decline. BU may ask you to verify your identity and/or entitlement or eligibility to reserve Accommodation before providing it. Without restricting BU’s other rights, if you do not provide BU with satisfactory evidence by the time requested by BU, BU will be entitled to cancel the Contract at any time, even after acceptance, and shall not be obliged to provide the Accommodation. You acknowledge that such verification procedures are to protect your identity and security interests.

2.3 Any descriptions or advertising BU issue, and any descriptions or illustrations detailed on the Website are issued or published solely to provide you with an approximate idea of the Accommodation. They do not form part of the Contract to which these Terms apply or any other contract between you and BU for the reservation of the Accommodation.

2.4 These Terms will apply to any substituted Accommodation BU provides to you.

2.5 All orders are subject to availability and substitute Accommodation may be provided. BU shall contact you where the Accommodation reserved is not available and BU may offer substitute Accommodation which you are free to accept or reject.

2.6 The Contract will relate only to the Accommodation set out in the Order Acceptance e-mail. BU shall not be obliged to supply any other Accommodation which may have been part of your order but which are not set out in the automated e-mail until the acceptance of such Accommodation has been confirmed in a separate Order Acceptance e-mail for them.

2.7 Some Accommodation is subject to demand and where there is insufficient demand for Accommodation:

- (a) BU shall not be liable to provide the Accommodation;
- (b) BU may cancel the Contract; and
- (c) BU shall have no liability to you, other than to reimburse, in full, any payment received.

## 3. RESERVATION OF THE ACCOMMODATION

3.1 BU will reserve the Accommodation to you from the date set out in the relevant automated Order Acceptance e-mail.

3.2 BU will make every effort to provide the Accommodation but there may not be able to do so due to circumstances beyond BU’s control (see below Events Outside of BU’s Control). In this case BU will contact you and, with your agreement, provide the Accommodation as soon as reasonably possible, if practicable.

3.3 You must observe and comply with these Term and the Rules (see below Rules) at all times during this Contract.

## 4. PRICE

4.1 All prices are quoted in GBP – UK pound Sterling. Unless otherwise stated where the price is set out on the Website, prices include VAT (where applicable). The total price of the Accommodation includes electricity, heating and hot water. Bedding and sheets are supplied. Towels are not supplied.

4.2 While every effort is made to ensure the accuracy of the prices listed some or all of the Accommodation may be incorrectly priced. **BU shall be under no obligation to provide the Accommodation at an incorrect, substantially lower price, even where your order has been accepted by BU where such error is obvious or unmistakeable.**

4.3 If the Accommodation's correct price is higher than the price stated on the Website, BU shall normally, at its discretion, either contact you for instructions before dispatching or making the Accommodation available to you, or shall be entitled to cancel your reservation and notify you of such cancellation and issue you with a full refund for the cancelled Accommodation.

4.3 BU reserves the right to change the Accommodation prices to take into account any increase in BU's costs, including but not limited to the cost of the Accommodation, any tax, duty or levies, and overheads. BU shall notify you of such increases.

## 5. PAYMENT

5.1 By placing your order, you agree to pay BU for the Accommodation in full and, unless otherwise agreed by BU in writing, at the time you place your order. **Business customers only:** Payment for the Accommodation must be made in full without deduction, counterclaim or set off.

5.2 Payment can be by credit or debit card:

(a) Via the Website at the time of placing your order; or, an only if you are unable to make payment by this method,

(b) to BU directly by providing the details over the phone. BU accepts payment by all major credit or debit cards. If the card supplier declines payment BU is under no obligation to bring this fact to your attention. You should check with your bank/credit/debit card supplier that payment has been deducted from your account. We cannot accept liability for a payment not reaching the correct BU account due to you quoting an incorrect account number or incorrect personal details, nor can we accept liability if payment is declined or refused by the credit/debit card supplier for any reason.

5.3 Online payments via the Website are not collected by BU directly but by a third party service provider, Eventbrite. Once your payment is received by Eventbrite in cleared funds, Eventbrite will contact BU to confirm the details of your successful payment. On receipt of this confirmation BU will confirm to you that the payment has been received and accepted by BU.

5.4 BU may also invoice you where we have agreed to this payment method and all correctly submitted invoices must be paid in full and in cleared funds within 30 days of the invoice date.

5.5 Where payment is by credit or debit card, payment will be taken from your credit or debit card before the Accommodation is made available to you. Where payment by credit or debit card is not received in full cleared funds BU may, at its discretion, refuse access or continued access to the Accommodation.

## 6. CANCELLATION RIGHTS

6.1 **Consumers only:** you may cancel a Contract at any time within 14 days, beginning on the day after the Contract is concluded (the "**Cooling Off Period**") provided that you are not using the Accommodation. To cancel a Contract, you must inform us within the Cooling Off Period of your decision to cancel by a clear statement including details of your name, address and details of the Accommodation you wish to cancel.

## 7. BU'S REFUND POLICY

7.1 **Consumers only:** where you cancel the Contract during the Cooling Off Period and provided you are entitled to cancel under clause 6.1 above, BU will process the refund due to you within 14 days of the day you gave notice of cancellation.

7.2 **Consumers only:** the refund due to you under clause 7.1 will be the price of the Accommodation in full. If you cancel the Contract following the Cooling Off Period the refund will be the price of the Accommodation in full less any period for which you have used the Accommodation.

7.3 Where BU offers you a refund under these Terms, BU will usually refund any money received from you using the same method originally used by you to pay for your purchase.

## 8. BU'S LIABILITY

8.1 Subject to the clause headed 'Events Outside of BU's Control', if BU fails to comply with these Terms, BU shall only be liable to you for the price of the Accommodation.

8.2 Subject to the clause headed 'Events Outside of BU's Control'; BU shall not be liable for losses that result from BU's failure to comply with these Terms that fall into the following categories:

- (a) loss due to business interruption;
- (b) loss of business opportunity;
- (c) loss of income or revenue;
- (d) loss of business;
- (e) loss of contracts;
- (f) loss of production;
- (g) loss of reputation;
- (h) loss of goodwill;
- (i) loss of profits;
- (j) loss of anticipated savings;
- (k) loss of data; or
- (l) waste of management or office time; or
- (m) any unforeseeable loss or damage (loss or damage is foreseeable if they were an obvious consequence of BU's breach or if they were contemplated by you and us at the time we entered into the Contract),

in respect of **consumers only**, this clause is not intended to exclude any liability which we are not legally permitted to exclude.

8.3 BU shall be liable for any claims for loss of or damage to your tangible property that are a foreseeable consequence of BU breaching these Terms or any other claims for direct loss that are not excluded by categories (a) to (m) inclusive of clause 8.2.

8.4 Nothing in these Terms excludes or limits BU's liability for:

- (a) death or personal injury caused by BU's negligence;
- (b) fraud or fraudulent misrepresentation;
- (c) any other matter for which it would be illegal for BU to exclude or attempt to exclude BU's liability.

8.5 Except as expressly stated in these Terms, we do not give any representation, warranties or undertakings in relation to the Accommodation. Any representation, warranty or condition which might be implied or incorporated into these Terms by statute, common law or otherwise is excluded to the fullest extent permitted by law. In particular, we will not be responsible for ensuring the Accommodation is suitable for your purposes.

## 9. TERMINATION OF CONTRACT

9.1 **Business customers only:** Where you suspend or are unable to pay your debts as they fall due or have a receiver, administrator, administrative receiver or liquidator appointed or call a meeting of your creditors or cease for any other reason to carry on the business or any equivalent and/or similar event or effect in any jurisdiction or in the reasonable opinion of BU any of these events appears likely, then, without limiting any other right or remedy available to BU, BU may cancel or suspend all further deliveries under the Contract or under any other contract between you and BU without incurring any liability to you, and all outstanding sums in respect of the Accommodation delivered to you shall become immediately due.

## 10. DATA PROTECTION

10.1 BU will use the personal information you provide to BU to provide the Accommodation, and may use it to inform you about similar services which BU provides, unless you tell BU that you do not want to receive this information. Please see our privacy policy for further information.

## 11. WRITTEN COMMUNICATIONS

11.1 When reserving BU Accommodation via the Website you accept that communication with BU will be mainly electronic. BU may contact you by e-mail or provide you with information by posting notices on the Website. For contractual purposes, you agree to this electronic means of communication and you acknowledge that all contracts, notices, information and other communications that BU provide to you electronically comply with any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

## 12. NOTICES

12.1 All notices given by you to BU must be sent:

(a) to the e-mail or postal address set out within the relevant Order Acceptance e-mail for the Accommodation; and

(b) a copy sent by post to, Legal Services, 1-3 Oxford Road, Bournemouth, Dorset BH8 8ES.

12.2 BU may give notice to you at either the e-mail or postal address you provide to us when placing an order, or in any of the ways specified above under the heading 'Written Communications'. Notice will be deemed received and properly served immediately when posted on the Website, 24 hours after an e-mail is sent, or three days after the date of posting of any letter. In proving the service of any notice, it will be sufficient to prove, in the case of a letter, that such letter was properly addressed, stamped and placed in the post and, in the case of an e-mail that such e-mail was sent to the specified e-mail address of the addressee.

## 13. TRANSFER OF RIGHTS AND OBLIGATIONS

13.1 This Contract is binding on you and BU and on each of our respective successors and assignees.

13.2 **Business customers only:** you may not transfer, assign, charge or otherwise dispose of the Contract, or any of your rights or obligations arising under it, without BU's prior written consent.

13.3 **Business customers only:** BU may transfer, assign, charge, sub-contract or otherwise dispose of the Contract, or any of its rights or obligations arising under it, at any time during the term of the Contract, upon notifying you of this.

## 14. EVENTS OUTSIDE OF BU'S CONTROL

14.1 BU shall not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under the Contract that is caused by events outside BU's reasonable control (a "**Force Majeure Event**").

14.2 A Force Majeure Event includes any act, event, non-happening, omission or accident beyond BU's reasonable control and includes in particular (without limitation) the following:

- (a) strikes, lock-outs or other industrial action;
- (b) civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war;
- (c) fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster;

- (d) impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport;
- (e) impossibility of the use of public or private telecommunications networks; and
- (f) the acts, decrees, legislation, regulations or restrictions of any government.

14.3 BU's performance under the Contract is deemed to be suspended for the period that the Force Majeure Event continues, and BU shall have an extension of time for performance for the duration of that period. BU shall use its reasonable endeavours to bring the Force Majeure Event to a close or to find a solution by which its obligations under the Contract may be performed despite the Force Majeure Event.

## **15. WAIVER**

15.1 If BU fails, at any time during the term of the Contract, to insist upon strict performance of any of your obligations under the Contract or any of these Terms, or if BU fails to exercise any of the rights or remedies to which BU is entitled under the Contract, this will not constitute a waiver of such rights or remedies and will not relieve you from compliance with such obligations.

15.2 A waiver by BU of any default will not constitute a waiver of any subsequent default.

15.3 No waiver by BU of any of these Terms will be effective unless it is expressly stated to be a waiver and is communicated to you in writing.

## **16. SEVERABILITY**

16.1 If any of these Terms or any provisions of the Contract are determined by any competent authority to be invalid, unlawful or unenforceable to any extent, such term, condition or provision will to that extent be severed from the remaining terms, conditions and provisions which will continue to be valid to the fullest extent permitted by law.

## **17. ENTIRE AGREEMENT**

17.1 These Terms constitute the whole agreement between you and BU and supersedes all previous discussions, correspondence, negotiations, previous arrangement, understanding or agreement between you and BU relating to the subject matter of this Contract.

17.2 The parties acknowledge that, in entering into the Contract, neither party shall rely on, or will have any remedies in respect of, any representation or warranty (whether made innocently or negligently) that is not set out in these Terms.

17.3 Each of us agrees that our only liability in respect of those representations and warranties that are set out in these Terms (whether made innocently or negligently) will be for breach of contract.

17.4 Nothing in this clause limits or excludes any liability for fraud.

## **18. VARIATION OF THE TERMS**

18.1 BU may revise and amend these Terms from time to time to correct any error or omission which does not materially affect the Terms or for legal or regulatory reasons.

18.2 You will be subject to the policies and terms and conditions in force at the time that you reserve further Accommodation unless any change to those policies or these Terms is required to be made by law or governmental authority in which case it will apply to orders previously placed by you.

18.3 BU shall notify you of any changes to these Terms which materially affect the Contract between us and you shall be entitled to terminate the Contract by written notice to BU.

## **19. LAW AND JURISDICTION**

19.1 This Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) will be governed by English law. Any dispute or claim arising out of or in connection with such contracts or their formation (including non-contractual disputes or claims) will be subject to the exclusive jurisdiction of the courts of England.

## **The Rules**

**1.** By reserving the Accommodation and in the interests of safety and security and the well-being of other residents all residents agree to comply with the following rules and standards of conduct and behaviour:

### **1.1 Drugs & alcohol**

1.1.1 You must not bring, or knowingly permit, any unlawful drugs or controlled substances into the Accommodation or to be consumed in the Accommodation.

1.1.2 BU's policy on unlawful drugs is to refer the matter to the police and terminate the Contract.

1.1.3 You are expected to engage with a responsible approach to the consumption of alcohol.

### **1.2 Weapons**

1.2.1 You must not bring any weapon, firearm or airgun (including any replica weapon(s)) into Bournemouth University accommodation, even if they have a licence for it or it is of a kind which does not need to be licensed.

1.2.2 BU's policy on weapons or articles intended to be used as weapons is to refer the matter to the police and terminate the Contract.

### **1.3 Fire Safety**

1.3.1 You must comply in all respects with the fire safety information supplied by Bournemouth University staff, its contractors and/or the Fire Brigade

1.3.2 You must not use deep fat fryers, candles, incense sticks, oil burners or similar devices.

1.3.3 You must not obstruct exits, stairways, corridors or other passageways.

1.3.4 You must not interfere in any way with fire extinguishers, fire equipment, fire or smoke alarms or detectors, fire doors, door closers or any fire prevention or fire safety equipment.

### **1.4 Health and Safety**

1.4.1 You must comply in all respects with the University's Health and Safety Policy, details of which can be found in the University Student Rules document located at:

<http://studentportal.bournemouth.ac.uk/help/rules-regulations/index.html>

1.4.2 You must not interfere in any way with any health and safety equipment and BU may refer any matters to the police and terminate this Contract.

1.4.3 It is expected that you will notify the Residences Team of any accident occurring in Bournemouth University accommodation or if they are ill (except for minor ailments).

### **1.5 Alterations and damage**

1.5.1 You must not intentionally damage, remove or make any alteration to the Accommodation or contents.

1.5.2 You must not bring any furniture or furnishings (including curtains) into the Accommodation without prior consent of the Residences Team.

1.5.3 The additional damage and replacement charges for your Accommodation have been enclosed with this document (see section 4). By accepting these Terms you accept these charges.

1.5.4 Any damage to the Accommodation should be reported immediately to your Residences Team through the designated channel supplied to you upon your arrival.

## **1.6 Noise and nuisance**

1.6.1 You must not make any noise audible outside their room or Accommodation between the hours of 2300 and 0700 (11.00 pm and 7.00 am) and must not make noise which is likely to disturb other people at any other time.

1.6.2 You must not behave in a way which constitutes harassment, nuisance or annoyance to staff, any other residents in the Accommodation or in neighbouring properties. BU will treat very seriously any threatening, menacing, aggressive or anti-social behaviour based on another person's gender, race, colour, nationality, religion or sexuality, referring appropriate cases to the police.

1.6.3 The Residences Team may require you to remove from the Accommodation any picture, poster, video or other representation of an explicitly violent or sexual nature if in the reasonable opinion of the Residences Team that item would be likely to cause offence to others.

## **1.7 Security and keys**

1.7.1 You must ensure that doors to the Accommodation are properly secured after entering or leaving the building.

1.7.2 If you mislay your door entry card or key, you must notify the Residences Team immediately who will arrange a replacement. You will be responsible for paying the cost of the replacement (including replacement locks if necessary).

1.7.3 You must not alter or duplicate any door entry card or key or allow any other person to use their door entry card or key. The additional replacement charges for your Accommodation have been enclosed with this document (see section 4). By accepting these Terms you accept these charges.

1.7.4 You must not allow any unknown person into the Accommodation unless that person has shown reliable identification and you are satisfied that the person has a legitimate reason to be there. This regulation does not require you to challenge unknown persons or attempt to prevent them gaining access, particularly where the residents own personal safety might be put at risk.

## **1.8 Electrical**

1.8.1 You should inform the Residential Services team of any electrical fault within the Accommodation as soon as it is discovered.

1.8.2 You should not use any form of additional heating in the room or in any other part of the Accommodation.

1.8.3 You may not use electrical adapters which were purchased outside of the United Kingdom.

1.8.5 You must allow the University on request (after giving reasonable notice) to inspect any item of electrical equipment, which you bring into the Accommodation, and to test it for safety.

1.8.6 You must not use any electrical equipment which the Residences Team (in their reasonable discretion) considers unsafe and must either remove it from the Accommodation within 3 days of being requested to do so or hand it into the Residences Team, to be collected at the end of the reservation period or (if earlier) on you giving an undertaking to remove the item that day.

## **1.9 Cleanliness and keeping in good condition**

1.9.1 You must keep your Accommodation, including the furniture, fixtures and fittings clean, tidy and in good condition.

1.9.2 If in the reasonable opinion of the Residences Team a room is in such a condition as to be a hazard to health or likely to cause damage to the University's property or contents, the Residences Team may give you written notice to return the room to its proper condition within 48 hours. If on further inspection the room has not been cleaned and tidied to the Residences



Team's reasonable satisfaction, the University may employ cleaners and charge the costs to you. Please refer to the list of charges for your Accommodation (section 4).

1.9.3 The additional cleaning charges for your Accommodation have been enclosed with these regulations (see section 4). By accepting these Terms you accept these charges.

#### **1.10 Shared areas**

1.10.1 You have shared and joint liability for communal areas such as corridors, shared bathrooms (for non-ensuite accommodation) and kitchens, and must keep them clean, tidy and in good condition.

1.10.2 You must clean up after themselves after using a shared area, paying particular attention to washing up cooking utensils, cutlery and crockery, and wiping up spillages on cookers and work surfaces.

1.10.3 If you are sharing a kitchen or bathroom and do not keep it clean and tidy the University may impose a cleaning rota for all residents who share that facility to follow and/or hire professional cleaners and re-charge the cost to you (please refer to the list of charges for your Accommodation (section 4)).

#### **1.11 Overflows and blockages**

1.11.1 You must not use baths, basins, sinks or storage systems in a way that makes them, or would be likely to make them overflow.

1.11.2 You must not cause any blockage in any toilet, waste pipe or drain. This includes the disposal of wet wipes, facial wipes, disposable bathroom wipes or other any other sanitary paper products down the toilet. These items should be disposed of using the household waste bin. Any cost associated with clearing blockages due to waste materials will be charged back to you.

1.11.3 You must promptly report to the Residences Team any blockage, overflow or any disrepair, which is likely to cause a blockage or overflow.

#### **1.12 Pets**

You must not keep pets or other animals in the rooms or in the Accommodation unless they are for the assistance of a disabled person and have been pre-agreed with the Residences Team.

#### **1.13 Legal responsibilities**

1.13.1 You must act and comply with these Terms. We will not deal with a third party representative on any aspect of these Terms without written confirmation from you that the third party is entitled to do so.

1.13.2 We may take legal action to enforce these Terms.

1.13.3 Where a breach of these Terms is also a criminal offence it is the University's policy to report such matters to the relevant authorities.

#### **1.14 Smoking Policy**

All of Bournemouth University accommodation are considered places of work and are therefore smoke free buildings in accordance with Government legislation. This means that smoking (including the E-cigarettes/Vapes) is not permitted in any part of the building and / or Accommodation.

#### **1.15 Environmental**

1.15.1 Bournemouth University is committed to minimising the environmental impact of its staff, residents and premises. You are expected to take responsibility for your behaviour in this regard.

1.15.2 You are expected to use any recycling facilities provided and avoid contaminating recycling with general waste.

1.15.5 You are expected to turn lights and electrical points off when not in use.

### **2. Residential Services**

The overall responsibility for the management of the University's accommodation rests with the Chief Operating Officer and Head of Student Services. The day-to-day management of the service is delegated to the Residential Services Operations Manager, with operational control vested in the General Managers.

### 3. Personal Safety

It is not the responsibility of the University's staff to account for residents and visitors in an emergency except that they are required to ensure that general contingency plans have been made and communicated. Residents should ensure they understand and observe all contingency plans supplied by the University and seek clarification if they are unsure.

### 4. Damage, Replacement and Cleaning Costs

Unfortunately, things can and do get broken, and although we won't charge you if it really was an accident, sometimes we may have to pass on a cost for damage, replacements or additional cleaning.

The reason we have sent this to you now is that we believe that honesty is the best policy and we like to be as up front as we can about these costs from the start so that there are no nasty surprises further down the line. When you accept these Terms you also accept these cost implications. Please do keep this information for reference, although we do hope that you never need to use it.

#### **Damage, Replacement and Cleaning Costs – broken down**

Area	Item	Replacement from*	Contribution from*	Notes
Access and Security	Door Keys	£20.00	n/a	per key
	Door Fob	£20.00	n/a	per key
	Post Key	£20.00	n/a	per key
	Ironing Board	£25.00	n/a	per item
	Kettle	£15.00	n/a	per item
	Microwave	£60.00	n/a	per item
	Oven	£215.00	£30.00	per item
	Hob	cost per invoice	n/a	invoice supplied on request
	Fridge	£150.00	£25.00	per item
	Freezer	£210.00	£25.00	per item
	Fridge/Freezer	£290.00	£25.00	per item
	Disposal of white goods	cost per invoice	n/a	invoice supplied on request
Bathroom	Toilet seat	£15.00	n/a	per item
	Additional Deep Clean	£25.00	n/a	per clean
	Painting	£30.00	n/a	per wall
Kitchen	Kitchen bin	£30.00	£10.00	per item
	Mop and bucket	£10.00	n/a	per item
	Flooring	£60.00	£10.00	per item
	Worktop	£50.00	£10.00	per item
	Table	£150.00	£50.00	per item
	Additional Deep Clean	£40.00	n/a	per clean

	Painting	£30.00	n/a	per wall
<b>Fire Safety Equipment</b>	Fire Extinguisher (misuse)	£80.00	n/a	per item
	Fire Blanket (misuse)	£30.00	n/a	per item
	Fire Break Glass (misuse)	£25.00	n/a	per item
	Smoke/Heat Detectors	£50.00	n/a	per item
<b>Bedroom</b>	Mattress	£75.00	n/a	per item
	Study Chair	£80.00	£20.00	per item
	Bed Base	£80.00	n/a	per item
	Bedside table	£45.00	£20.00	per item
	Wardrobe	£150.00	n/a	per item
	Study Desk	£160.00	£40.00	per item
	Desk Lamp	£10.00	n/a	per item
	Easy Chair	£70.00	£20.00	per item
	Mirror	£40.00	n/a	per item
	Wastepaper bin	£10.00	n/a	per item
	Additional Deep Clean	£30.00	n/a	per clean
	Painting	£30.00	n/a	per wall
<b>Communal Areas</b>	Vacuum Cleaner	£100.00	n/a	per item
	Easy Chair	£80.00	£20.00	replacement
	Easy Chair	£60.00	n/a	re-cover
	Sofa	£200.00	£50.00	
	Additional Deep Clean	£30.00	n/a	per clean
	Painting	£30.00	n/a	per wall (minimum charge)
<b>Other</b>	Signage	cost per invoice	n/a	invoice supplied on request
	Window or Door Glass	cost per invoice	n/a	invoice supplied on request
	Replace carpet	cost per invoice	£25.00	invoice supplied on request
	Carpet Clean	£45.00	n/a	per room
	Carpet Clean corridor	£45.00	n/a	per corridor
	Curtain replacement	£85.00	n/a	per set
	Window Clean	£10.00	n/a	per window
	Door Lock	cost per invoice	n/a	invoice supplied on request
	Damage to Wall	£40.00	n/a	per wall (minimum charge)
	Damage to Door	£115.00	£20.00	per item (replacement)
	Damage to Electric Sockets	£20.00	n/a	per item

<b>Contribution</b>	Where there is proven damage but not serious enough to warrant a full 'Replacement' charge, a resident can be charged a proportion to contribute to the eventual replacement cost. The advertised cost here is always a minimum and charge and can increase dependent on the level of damage.
<b>Cost Per invoice</b>	Where this is indicated the costs to the resident will be as per the invoice

<b>Per item</b>	Where there is indicated this cost is set for the replacement of one of these items. Each additional item will be charged at per item.
<b>Invoice supplied upon request</b>	Where this is stated Residential Services will charge the resident the cost as stated on the invoice. The invoice will be supplied to the resident upon request
<p><b>*Cost could go up dependent on level of replacement or damage costs.</b></p> <p><b>There is also an additional £25 admin fee also applies for the processing of any damage, cleaning or replacement charges. This is a discretionary charge and can be waived by a member of the Residential Services management team if deemed to be inappropriate</b></p>	