

Self-Catering Residences: Rules & Penalties



Contents

Why we have rules & guidelines.....	1
On arrival	2
Arrival time	2
Card details / Deposit	2
During your stay.....	2
Cleaning	2
Noise & disturbance	2
Overnight guests.....	2
Loss of / Damage to property	3
Misconduct	3
Suspension from self-catering accommodation.....	3
Leaving self-catering accommodation.....	3
Changing accommodation	3
Cancelling self-catering accommodation	4
When checking-out.....	4
Payment of fines/charges	4

Why we have rules & guidelines

Self-catering accommodation is a very popular choice at ELC Bristol. Many students particularly enjoy the independence of living in a self-catering residence - however, with this independence also comes responsibility.

We have rules and guidelines in order to ensure that we maintain a nice environment for everyone – ELC students, staff and also for our neighbours. We ask that you respect each other, the school and our property. If everyone plays their small part in this way, it is a nice and enjoyable space for everyone to live and work in.

These rules are to help ensure that everyone contributes to making the ELC experience a great one!

On arrival

Arrival time

We request that you e-mail accom@elcbristol.co.uk with your flight details to let us know what time you expect to arrive at the house - so that we can arrange for somebody to be there to welcome you and give you your key.

If you arrive at your accommodation **after 22:30, a late night arrival fee of £20 will apply.**

Deposit

All students living in self-catering pay a **£30 cash deposit on arrival**. If you do not have it when you arrive at the accommodation please pay it in Abon House on Monday.

Your deposit will be refunded in full when checking-out at the end of your stay - unless you break the school rules regarding living in self-catering accommodation.

During your stay

Cleaning and Recycling

From experience, we have found that when a professional cleaner is used to clean residences, the space becomes very messy very quickly after the cleaner has gone and is not tidied until the cleaner returns. However, when students are given the responsibility of cleaning for themselves, the house is kept cleaner and is a nicer space for everyone. There are therefore cleaning rotas in place to ensure that this is fair and everyone does their bit.

You will be expected to do your own cleaning (of your room and shared areas) – if you do not clean properly the warnings and fines are as follows:

- 1. An email warning from the Residence Manager**
- 2. A final written warning from the Principal**
- 3. You will be asked to move out of the residence**

Noise & disturbance

Please be aware that our residences are in residential areas; so, you will have neighbours who have jobs and may have small children, and you may be living with other students who like to study in the evening. Of course it is alright to have friends visit you at home during the day, but please be considerate of your neighbours and housemates.

For this reason, all guests (who are not *overnight guests*, as below) **must leave by 22:00** and **noise must be kept to a minimum**, particularly after this time.

Overnight guests – at this current time, overnight guests are not allowed due to the Covid-19 pandemic.

Normally, you can invite a guest to stay overnight in your room, but you must always **register your guest in the school office before they arrive.**

This is very important for fire safety!

- As long as you register your guest *in advance*, they can stay for **2 nights free** of charge. After 2 nights, there is a nightly cost to pay. Please see prices on the noticeboard in your house, or ask in one of the school offices.
- If you do not register your guest in advance:
 - You/your guest will have to pay for **every** night that they stay.
 - Or
 - Your guest will have to **leave immediately**.
- You are only allowed to have any guests to stay for a **total of 7 nights in any 3 month period**.
E.g. 1 guest for 3 nights + 1 guest for 4 nights = maximum.
- You can only invite **one** guest at a time.
- **You** are responsible for your guest's behaviour and for any damage/losses caused by you or your guest.

Loss of / Damage to property

- If you *lose your keys*, there is a **£12** charge for replacing them.
- If you *damage or lose property* you will be **charged to repair/replace** this.

Misconduct

- You will receive a **verbal warning** the first time you commit a *non-serious behavioural offence*.
- You will receive a **formal/written warning** if you *continue to break the rules*.
- After a written warning, if you break the rules *again*, you will be **suspended from self-catering accommodation** for *at least two weeks*.

In cases of *serious misconduct* you will be **asked to leave the self-catering accommodation permanently**, and could also be asked to **leave the school**.

Suspension from self-catering accommodation

This will mean that you will:

- **Lose your self-catering deposit.**
- **Leave your self-catering accommodation for a minimum of two weeks.**

We will try and arrange for you to stay with a homestay family for this period (although we cannot guarantee that this will be possible in all cases).

During this period you will **not be allowed to enter any self-catering residences**.*

***If you break this rule**, you will **not be allowed to return to live in the self-catering accommodation**, and in severe cases (or where behaviour/conduct within school is also an issue) you will be asked to **leave the school completely**.

Leaving self-catering accommodation

Changing accommodation

- During the first 4 weeks of your stay in a self-catering residence, you should give us **at least 1 full week's** notice before any change of accommodation.
- **After the first 4 weeks** of your stay in a self-catering residence, you should give us **at least 2 weeks'** notice of any change of accommodation.
- Changes should always take place at weekends.

Cancelling self-catering accommodation

- If you need to cancel self-catering accommodation, your self-catering accommodation fees can be refunded in full, as long as you give us **at least 2 full weeks'** notice (from weekend to weekend) that you wish to leave.
- If you do not tell us **at least 2 full weeks** before you want to leave, the school will charge you for this time at the residence - you will still have to pay for the 2 weeks of accommodation, even if you are no longer staying there.

NB:

- The school **cannot refund your tuition fees**, whatever the circumstances (this applies to cancellations before arrival as well as to stopping your course early).
- If you stop your course, you will normally also have to leave your accommodation if this has been organised by the school.
- If you need to cancel your accommodation booking **before you arrive**, as long as you tell us **at least 1 week beforehand**, the school can give you a full refund of *accommodation fees*.

When checking-out

You must inform the school of when you want to check-out (this is so that the Residence Manager can ensure everything is OK and you can return you keys).

Before you check out, so you are not charged, you should ensure that:

- Your room is clean
- You have washed the spare set of sheets and put them in the storage box under your bed
- Your keys are returned
- There have been no breakages / there is nothing missing

However, if you do *not* do the above, there are fines in place for wasting staff time:

- If your *room is not ready* (or is left messy, has not been cleaned properly, etc.) by the arranged time of your check out / when you leave, or you keep delaying the check out, you will be charged your **£30** deposit.
- If you *lose your keys*, there is a **£12** charge for replacing them
- If you *damage or lose property* you will be **charged to repair/replace** this

Payment of fines/charges

If you have received charges/fines, these should be paid as soon as possible and *within* 3 days of receiving the fine.

If you leave without paying any due fines, the owed amount will be forwarded to you for payment, e.g. in the case of significant loss/damage.