University College London

Terms and Conditions for University College London Summer School 2019

Introduction

This document applies to applications for and study on the University College London (UCL) Summer School 2019 (Programme), and the provision by UCL of the Programme.

The Programme is provided by University College London, a body corporate established by Royal Charter in England and Wales with registration number RC000631 and a principal place of business at Gower Street, London, WC1E 6BT. The VAT Registration for UCL is: GB 524 3711 68. Additional contact details for UCL, including the UCL Summer School Office (Summer School Office), are set out at Annex 1 – Useful Contacts.

It is important that you read this document carefully before accepting an offer for a place on the Programme as it forms the basis of the relationship between you and UCL. It sets out the various rights and responsibilities that both you and UCL have in relation to your study on the Programme at UCL. You should be aware that your acceptance of an offer to study on the Programme at UCL signifies your agreement to enter into a contractual relationship with UCL on these Terms.

We refer to this document as the Terms, to reflect the fact that it sets out the “terms and conditions” that apply to the relationship between you and UCL. The words UCL, we or our, refer to University College London. The words you or your, refer to you in each case as an applicant for study on the Programme at UCL and as a summer school student of UCL if your place on the Programme has been confirmed. These Terms are separated out into five core parts:

Part 1 – Applications, accepting an offer from UCL and Programme modules

Part 1 describes how applications are made, how offers are made and accepted and the selection, offer and availability of Programme modules. This Part also sets out information on changes to the Programme and Programme modules.

Part 2 – What you can expect from UCL

Part 2 describes what UCL is committing to do. It includes details of UCL’s provision of your tuition and access to its facilities, creating a positive university environment, and making provision for you to raise questions or concerns about any aspect of your time at UCL.

Part 3 – Your rights and what UCL can expect from you

Part 3 describes your rights and responsibilities. This includes details of how complaints can be raised. It also deals with issues regarding the conduct of summer school students in an academic context and more generally and sets out your payment obligations.

Part 4 – Important legal information

This sets out various information in relation to your and UCL’s legal rights and responsibilities. This includes important terms relating to UCL’s liability and its use of your data.
Part 5 - UCL’s Student Regulations

You will need to be aware of and comply with the various UCL procedures, policies and regulations that apply to your application to and/or your study at UCL. These are referred to collectively as UCL’s Student Regulations. You should be aware that the Student Regulations may be amended from time to time by UCL. The Terms also refer in places to specific Student Regulations (e.g. data protection policies), links to which can be found in this part.

Our aim is to make this document accessible and user friendly for everyone. If you have any questions about these Terms (either before you accept an offer of a place or whilst you are a summer school student), please get in touch with us. A useful list of contacts is set out at Annex 1 – Useful Contacts, to help you find the right person at UCL.

PART 1 – APPLICATIONS, ACCEPTING AN OFFER FROM UCL AND PROGRAMME MODULES

1 Applications and Accepting an Offer from UCL

1.1 Applications for a place to study on the Programme must be made online at http://www.ucl.ac.uk/cilc/online-applications/application.php?courseID=282 using the online application form. The Programme is divided into two sessions, each spanning three weeks (each a Programme Session). Applicants may choose to apply to attend either Programme Session, or both.

1.2 Decisions as to admission on to the Programme are made by UCL at its sole discretion, in accordance with published admissions criteria and subject to availability. UCL will notify you of its decision as to admission by e-mail to the e-mail address you give in your application form. The admissions criteria for the Programme are set out at http://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/entry-requirements.

1.3 Applicants for the Programme must pay an application fee of £60 (sixty pounds sterling) when submitting an application (Application Fee). Payment of the Application Fee must be made online on the UCL Online Store. Instructions for payment of the Application Fee are provided as part of the online application process. There is no Application Fee for application forms received by UCL before 1 March 2019. Please note that the Application Fee will only be refunded in the circumstances set out in paragraphs 2.8, 2.10 and 8.2.

1.4 If UCL wishes to make you an offer of a place to study on the Programme (an Offer), the terms of that Offer will be communicated to you by email to the e-mail address you give in your application form.

1.5 In order to accept an Offer, you must communicate that acceptance to UCL (Acceptance), by following the procedure for Acceptance outlined in the Offer.

1.6 Once you Accept an Offer pursuant to paragraph 1.5, a legally binding contract will come into existence between you and UCL on these Terms for the provision of education services (Contract).

1.7 Your Offer and/or right to enrol and/or participate on the Programme is conditional on the following conditions being met:

1.7.1 any conditions specified in the Offer communicated to you;

1.7.2 you must continue to meet the admissions criteria and there must be no change in your circumstances which would make it inappropriate for you to participate in the Programme or to be enrolled at UCL. Such a change in circumstances would include anything that would entitle UCL to i) withdraw you from the Programme in accordance with these Terms or ii) discipline you, if you had been (at the time) a UCL summer school student;
1.7.3 you must comply with UCL’s processes and procedures for providing original evidence (translated into English if applicable) of the qualifications that entitle you to be registered for the Programme. Any photocopies must be authenticated by the awarding body. Details of the necessary procedures will be provided shortly before enrolment. You will not be permitted to enrol unless and until such documentation has been received;

1.7.4 you must have a good command of English to the standard acceptable to UCL, as set out at https://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/entry-requirements. Please note, any extra expense incurred in doing so will be your responsibility;

1.7.5 you must not have any unspent criminal conviction(s) (subject to the 1974 Rehabilitation of Offenders Act) that UCL deems would make it unsuitable for you to be admitted to the Programme. For these purposes a criminal offence excludes motoring offences for which a fine and/or up to three penalty points on a driving licence were imposed. You must inform UCL of any criminal conviction(s) at any time;

1.7.6 you must have not made any false statement or omitted significant information on your application for the Programme; and

1.7.7 you must register and enrol at UCL in accordance with UCL’s instructions and by the date notified to you. If you do not register and/or enrol as required, UCL may refuse to register and/or enrol you or charge you a late registration or enrolment fee.

1.8 Unless and until you have satisfied the conditions described in paragraph 1.7 (or we have specifically waived one or all of the conditions in writing to you), UCL will not be obliged to perform its obligations under the Contract as set out in Part 2 - What you can expect from UCL and you will not be entitled to take up your place on the Programme, or if you have already taken up your place on the Programme, UCL shall have the right to withdraw that place and end your attendance on the Programme.

1.9 Applicants to UCL should be aware that:

1.9.1 If you make an application to study on the Programme at UCL, you are not guaranteed a place or an offer of a place to study on the Programme or to study any particular Programme module at UCL.

1.9.2 Any Offer that we make can be withdrawn or amended, by giving you written notice, at any time prior to you accepting the Offer and communicating your acceptance to us.

1.10 The last date for receipt by UCL of applications to study on the Programme is 31 May 2019. Applications received after 31 May 2019 will only be considered subject to availability of places on the Programme.

1.11 An Offer will include details on payment of Tuition Fees to UCL. Tuition Fees will be payable online at the UCL Online Store. The ability of a successful applicant who has Accepted an Offer to enrol on to the Programme is subject to their payment in full of the Tuition Fees. Information on the Tuition Fees is provided at section 7 of Part 3 – Your Rights and what UCL can expect from you.

1.12 If UCL has made an Offer to you, then in order to reserve a place on the Programme, you must Accept the Offer and pay the Tuition Fees to UCL within 30 (thirty) days from the date on which the Offer is made to you, or by 14 June 2019, whichever is earlier.

1.13 If you have not Accepted your Offer and paid the Tuition Fees to UCL within the timescales set out at paragraph 1.12, UCL will have the right to withdraw your Offer.

1.14 Once you have Accepted an Offer and paid the Tuition Fees, a place will be reserved for you on the Programme. However, please note that your Acceptance of an Offer or payment of Tuition Fees does not guarantee your participation on a specific Programme module. Information on the selection, offer and availability of Programme modules, and your rights to cancel your place on the Programme in the event of the unavailability of Programme modules, is set out at section 2 of this Part 1 below.

1.15 Whether or not an applicant needs a visa to study on the Programme depends on their nationality. If a visa is required, responsibility for obtaining the required visa rests with the applicant.
2 Programme modules

2.1 In your application to study on the Programme you will be asked to select a preferred Programme module (Preferred Module) and an alternative Programme module (Alternative Module) for each Programme Session you are applying for. Each summer school student enrolled on the Programme will study on one Programme module in each Programme Session that they have successfully applied for.

2.2 Confirmation of Programme module(s) (Module Confirmation) will take place as follows:

2.2.1 If you have received an Offer dated before 15 May 2019, and you have Accepted the Offer and paid the Tuition Fees before 15 May 2019, then UCL will inform you of the specific Programme module(s) that you will be studying on as soon as possible and not later than 15 May 2019.

2.2.2 If you receive an Offer dated on or after 15 May 2019, then you will be informed of the Programme module(s) that you will be studying on in that Offer.

The timing of providing you with Module Confirmation will depend upon a number of factors, including the number of other applications for the Programme module(s) you have selected and the timing of those applications.

2.3 There are certain reasons why UCL may not be able to provide you with a place on your selected Preferred Module or Alternative Module irrespective of whether UCL has provided you with a Module Confirmation, including where:

2.3.1 UCL has had to cancel or postpone such modules; or

2.3.2 Minimum enrolment levels for the Programme modules have not been met or maximum enrolment levels have been exceeded.

2.4 Programme modules are subject to both minimum and maximum student enrolment levels. UCL may be unable to offer you a place on a Programme module where the number of enrolments for that module is below the minimum levels, or the maximum student enrolment number has been reached. Places on Programme modules are offered to those applicants who have Accepted an Offer and paid the Tuition Fees to UCL on a first come first serve basis.

2.5 Although we may provide you with a Module Confirmation, we cannot promise or guarantee that the Programme modules will run as stated on the Programme Website or at all. Where we consider it to be reasonable and where it is needed, we may need to make changes to the Programme and Programme modules. This may include changes to the timetable, location, teaching staff allocation, number of classes, method of delivery, content, assessment, syllabus and/or module availability.

2.6 We will communicate any such changes to you in a timely manner. Where changes are likely to have a more significant impact on your studies, we will consult with you before final decisions are taken and listen to your concerns. We will take into account the concerns of individual students and assess these against the needs of the wider summer school student body.

2.7 In the event that the Programme modules that you have applied for are not available for any reason, you shall have the option to liaise with the Summer School Office to try and find another Programme module or modules which may be of interest to you, or receive a refund as expressly provided by these Terms.

2.8 In relation to each Programme Session you have applied for, if:

2.8.1 both your Preferred Module and Alternative Module are cancelled or postponed; or

2.8.2 UCL is unable to provide you with a place on your Preferred Module or Alternative Module for that Programme Session for any reason,

then you may end your relationship with UCL in respect of the relevant Programme Session by giving notice in writing to UCL and you will be entitled to a refund of the Tuition Fees and UCL Accommodation Costs (if any) paid to UCL in relation to the Programme for that Programme Session. You will also be entitled to a refund of any Application Fee paid to UCL, unless you have applied for both Programme Sessions and you will still be studying on one of the Sessions.
2.9 If you have applied for the same Programme module in both Programme Sessions, and only this module and none of the other modules you have applied for is available to take in both Programme Sessions, then you shall have the right to end your relationship with UCL in respect of one of the Programme Sessions by giving notice in writing to UCL and you will be entitled to receive a refund of the Tuition Fees and UCL Accommodation Costs (if any) paid to UCL in relation to that Programme Session.

2.10 If UCL makes a change of a fundamental nature to the Programme module you are studying on in a Programme Session, such that the learning outcomes of the Programme module are significantly different or your ability to complete the Programme is significantly affected, then you may end your relationship with UCL in respect of the relevant Programme Session by giving notice in writing to UCL and you will be entitled to a refund of the Tuition Fees and UCL Accommodation Costs (if any) paid to UCL in relation to that Programme Session. You will also be entitled to a refund of any Application Fee paid to UCL, unless you have applied for both Programme Sessions and you will still be studying on one of the Sessions.

2.11 Information on cancellations for other reasons and refunds is set out at section 8 of Part 3 – Your rights and what UCL can expect from you.

2.12 You are solely responsible for determining whether the Programme and any Programme module(s) are sufficient to meet your needs. UCL makes no representation that the Programme or any of the Programme modules will be recognised and/or awarded credit to by any other institution. Your home institution will decide how much credit, if any, they will award for your Programme module(s). UCL does not award credit for any Programme module(s) completed by UCL students who are separately enrolled on a UCL undergraduate or graduate degree programme.

PART 2 – WHAT YOU CAN EXPECT FROM UCL

3 UCL’s provision of education and related services

3.1 UCL commits to:

3.1.1 provide you with tuition and learning support connected with the Programme, with reasonable care and skill.

More detailed information about the different aspects of the Programme (including current expectations in relation to modules and assessment method(s)) is provided on the Programme website at www.ucl.ac.uk/summerschool (Programme Website). Please note that we may make changes to the material on the Programme Website at any time without notice.

3.1.2 make available appropriate infrastructure and facilities to support your learning.

This includes your use of teaching and learning space, UCL’s libraries and IT facilities in accordance with the Student Regulations.

3.1.3 seek to provide a learning, working and social environment in which the rights and dignity of all its students and staff are respected, which is free from discrimination, prejudice, intimidation and all forms of harassment including bullying.

This commitment means that UCL will work to provide an environment where its students are able to study or work free from discrimination, prejudice, intimidation and all forms of harassment or bullying. Where this does not happen, UCL is committed to responding to student concerns and complaints.

3.1.4 provide you with ready online access to the Student Regulations, and ensure that these are maintained and kept up-to-date.

It is important that you are aware of and can access our Student Regulations. If you have any questions about them, let us know.

3.1.5 provide eligible summer school students with a UCL transcript and certification of attendance on the Programme
If you have successfully fulfilled the requirements for your Programme module(s) and have complied with these Terms (including the Student Regulations), you will be provided with a UCL transcript and certification of attendance on the Programme. You are responsible for meeting the requirements of a Programme module, such as submitting work and participating in tests and assessments. Failure to meet the requirements may result in you not completing the Programme module(s).

3.2 UCL’s commitments under this section 3 apply in respect of UCL summer school students registered on the Programme who have enrolled, and the commitments are subject to the remainder of these Terms and the Student Regulations. For example, UCL may be entitled to suspend performance of these commitments if summer school students are subject to disciplinary action.

3.3 UCL acknowledges that there are certain terms and regulations that might be considered by some summer school students to be surprising. While what is considered to be surprising will vary from person to person, Annex 4 sets out some terms that UCL believes may be considered surprising.

Part 3 – YOUR RIGHTS AND WHAT UCL CAN EXPECT FROM YOU

4 Your responsibilities as a UCL summer school student

4.1 By accepting an Offer to study on the Programme at UCL, you commit to:

4.1.1 Follow UCL’s instructions and process for pre-enrolment/registration and enrolment
Once the conditions for taking your place on the Programme have been met, you will need to do this before you can participate on the Programme.

4.1.2 Pay your Tuition Fees and any other fees that are payable to UCL on time
Details of when fees become payable and how payments are made can be found in section 7 of this Part 3, below.

4.1.3 Comply with UCL’s Student Regulations
There are a number of different Student Regulations that are relevant to your study on the Programme. Links to the most important of these are provided at Part 5 – UCL’s Student Regulations (together with details of how to access all other Student Regulations).

4.1.4 Provide UCL with information about you and your academic progress
You will need to provide information to UCL about you and your satisfaction of any conditions related to your commencing and/or continuing study, and ensure that such information is true and accurate in all respects. Once you are a summer school student on the Programme at UCL you will need to ensure you keep UCL up-to-date with your personal details and respond to other reasonable requests for information from UCL.

4.2 You have a legal responsibility to take reasonable care of yourself and all others who may be affected by your acts and omissions, and to co-operate in enabling UCL to discharge its legal duties with regard to health and safety, including implementation of the relevant UCL policies. It is a condition of registration for summer school students that they also co-operate with UCL in this respect.

4.3 If you are only studying in the United Kingdom for 6 months or less and you have a short-term study visa, you will need to obtain private medical insurance as you will be liable for any NHS health services that you use. If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the United Kingdom, as well as looking at options available from United Kingdom insurers.

4.4 A separate Code of Conduct has been produced by UCL Union and outlines the expected behaviour of UCL students during their time at UCL.
5 Complaints

5.1 UCL has an established Student Complaints Procedure (a link to which can be found at Part 5 – UCL’s Student Regulations), which you should use for dealing with both academic and non-academic complaints that you wish to make. You should only submit a formal complaint using the Student Complaints Procedure if informal discussion (where that is appropriate) fails to resolve the matter satisfactorily and where there appear to be genuine grounds for making a complaint. You should be aware that there is a separate Policy on Harassment and Bullying (a link to which can be found at Part 5 – UCL’s Student Regulations).

5.2 The Office of the Independent Adjudicator (OIA) for Higher Education was designated as the student complaints scheme under the Higher Education Act 2004 and was established formally with effect from 1 January 2005. If you have a complaint and have exhausted all of UCL’s internal procedures under the Student Complaints Procedure, you may be entitled to take your complaint to the OIA (subject to meeting the OIA’s criteria for accepting complaints). Further details are available from the OIA web site - http://www.oiahe.org.uk/.

5.3 The Rights and Advice Centre, which is based in the UCL Students’ Union, is a central point of information that can be helpful on all aspects of concern to students, including financial, welfare and academic matters.

6 Summer School Student Accommodation

6.1 To apply for accommodation organised by UCL, you must select this option when completing your application form for the Programme. UCL organised accommodation is subject to availability. Applying for such accommodation does not guarantee that you will secure a place in the accommodation.

6.2 The costs for accommodation organised by UCL (UCL Accommodation Costs) are set out at http://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/fees. UCL will confirm whether or not you have been offered a place in such accommodation in the Offer.

6.3 The Offer will include details on payment of the UCL Accommodation Costs. UCL Accommodation Costs are payable within 30 (thirty) days from the date an Offer which includes an offer for accommodation is made to you by UCL, or by 14 June 2019, whichever is earlier. UCL Accommodation Costs must be paid online on the UCL Online Store. Once you have Accepted an Offer, paid the Tuition Fees and UCL Accommodation Costs, a place will be reserved for you at the accommodation organised by UCL.

6.4 If you have secured a place in UCL organised accommodation, you will occupy that accommodation under a separate licence agreement that you will enter into with UCL, which will be in substantially the form set out at Annex 2 – Licence Agreement.

6.5 If you have secured a place in UCL organised accommodation that is provided by a third party, then the following personal details about you will be provided by UCL to the third party, for the purpose of that third party providing, maintaining and servicing the accommodation:

6.5.1 name, check in and out dates and allocated room number; and

6.5.2 access and mobility information for any summer school students with access needs, so that appropriate arrangements and a personal emergency evacuation plan can be put in place.

7 Payment of Fees

7.1 In advance of the start of the Programme, you will be required to pay to UCL the fees that are directly related to us providing you with tuition and learning support connected to the Programme (Tuition Fees). Tuition Fees enable UCL to deliver the Programme to you.
7.2 You should be aware that there may be other costs associated with your study at UCL that are your responsibility, and which are not covered by the Tuition Fees or otherwise by these Terms. For example, you may purchase books and/or other materials in connection with the Programme or incur printing and photocopying charges; you may be taking a place in UCL organised accommodation or renting other accommodation; you may incur travel costs. In particular, some Programme modules may include compulsory excursions and/or events that take place outside the UCL campus. The travel costs for such excursions and events are not covered by the Tuition Fees and will be your responsibility. If you have any questions in this regard, please contact the Summer School Office.

7.3 The Tuition Fees for the Programme are set out at http://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/fees. This web page also sets out what costs are covered by the Tuition Fees.

7.4 You should be aware that you may also incur fines if you do not comply with certain aspects of the Student Regulations (including for example for late return of library materials or causing damage).

7.5 You are responsible for ensuring your Tuition Fees and any other fees, charges or fines incurred by you at UCL or in connection with your studies are paid in a prompt and timely fashion.

7.6 Where a third party is responsible for payments on your behalf, you will remain responsible for payment by that third party and so must ensure that they pay in a prompt and timely fashion.

8 Refunds and Cancellation

8.1 Full refunds of Tuition Fees and UCL Accommodation Costs (if any) paid to UCL, but not the Application Fee, will be made in the event of formal visa refusals and cases of serious illness supported by verifiable documentation.

8.2 As you have entered into the Contract “at a distance” (i.e. without physically attending UCL to create the Contract), you have a legal right to change your mind and cancel your place on the Programme and any UCL organised accommodation you have applied for pursuant to section 6 above, until the end of 14 (fourteen) days after the day on which you have Accepted an Offer, without giving any reason. This right arises under the Consumer Contracts Regulations 2013. If there are less than 14 days from the date on which the Contract comes into existence and the date on which we are due to start providing the services, your Acceptance amounts to a specific instruction for us to commence providing the services during the cancellation period. You will, though, still have a right to cancel the services during the cancellation period. If you cancel the Contract pursuant to this paragraph 8.2, you will receive a full refund of all payments received by UCL from you for the Programme that you have actually paid prior to giving us notice of cancellation, including Tuition Fees, UCL Accommodation Costs (if any), and any Application Fee paid to UCL. In the rare circumstances where we have commenced providing the services to you during the cancellation period, we reserve the right to charge you a reasonable amount (in proportion to what has been supplied, in comparison with the full coverage of the Contract) for services provided up until the time you tell us that you wish to cancel the Contract. If you have paid in advance, we may retain that sum when making a refund to you. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the relevant cancellation period has expired.

8.3 Information on cancellations related to Programme module availability and changes to Programme modules is set out in section 2 of Part 1 – Applications, accepting an offer from UCL and Programme modules.

8.4 If the circumstances set out in paragraphs 8.1, 8.2 or 8.3 are not applicable, cancellations will be dealt with as follows:

8.4.1 For cancellations received by UCL on or before 31 May 2019, you will receive a full refund of the Tuition Fees and UCL Accommodation Costs (if any) paid to UCL, but not the Application Fee;

8.4.2 For cancellations received by UCL between 1 June 2019 and 30 June 2019 inclusive, you will receive a refund of 50% of the Tuition Fees but there will be no refund of the UCL Accommodation Costs (if any) paid to UCL, or the Application Fee;
8.4.3 For cancellations received on or after 1 July 2019, no refund of any Tuition Fees, UCL Accommodation Costs (if any) or any Application Fee paid to UCL will be made.

8.5 Once you have Accepted an Offer, in order to cancel your Contract with UCL in relation to the Programme, you must inform the Summer School Office of your decision to cancel the Contract by a clear statement (for example a letter sent by post or e-mail). You may use the model cancellation form at Annex 3 – Cancellation Form, but it is not obligatory.

8.6 If you are due a refund of any payments you have made to UCL as expressly provided in these Terms, we will make any refund due to you as soon as possible. If you are exercising your right to change your mind during the cancellation period referred to at paragraph 8.2, your refund will be made not later than 14 (fourteen) days after the day on which we are informed about your decision to cancel this Contract. We will make any refund using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of any refund.

Part 4 – IMPORTANT LEGAL INFORMATION

9 Data protection

9.1 How UCL uses your personal data is set out in broad terms in the UCL Prospective Students (Enquiries and Applicants) Privacy Notice (https://www.ucl.ac.uk/legal-services/privacy/ucl-prospective-students-enquirers-and-applicants-privacy-notice) and the UCL General Student Privacy Notice (https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice).

9.2 Where UCL has an agreement in place in relation to the Programme with your home university where you are regularly enrolled, then we will also share your personal data with your home university, including whether you have been offered a place on the Programme, whether you have accepted such an offer, your attendance on the Programme, withdrawal, suspension or removal from the Programme, and your transcript and certification of attendance for the Programme.

9.3 If you have secured a place in UCL organised accommodation that is provided by a third party, then UCL will share your personal data with that third party in accordance with paragraph 6.5.

9.4 You may be given further information about the processing of your personal data when you use specific services and facilities offered by UCL.
10 Termination

10.1 UCL may end the Contract and expel you immediately by giving you notice if:

10.1.1 you fail to pay the Tuition Fees when due; or

10.1.2 any of the conditions specified in paragraph 1.7 of Part 1 – Applications, accepting an offer from UCL and Programme modules are not met at any time.

10.2 If you are suspended from UCL in accordance with the Student Regulations, UCL’s obligations under the Contract shall be suspended for the duration of your suspension.

10.3 If you are excluded from UCL in accordance with the Student Regulations, the Contract shall automatically end with effect from the date of your expulsion.

11 Liability and Insurance

11.1 Your attention is particularly drawn to this clause because it imposes certain restrictions on UCL’s potential liability to you.

11.2 UCL does not in any circumstances seek to limit or exclude its liability for death or personal injury arising out of UCL’s negligence, fraud or fraudulent misrepresentation or for any other liability which UCL cannot limit or exclude by law.

11.3 Subject to paragraph 11.2, UCL does not accept any liability for loss that does not flow naturally from a breach of its obligations under these Terms. This is often referred to as indirect or consequential loss. In addition, particular types of loss that UCL does not accept liability for, whether direct or indirect and whether considered a possibility at the time the contractual relationship came into effect, are loss of earnings (including delay in receipt of potential earnings), loss of opportunity, loss of profit and loss of your data.

11.4 UCL does not accept responsibility for any loss or damage to your property. You are advised to arrange relevant insurance against theft and other risks before coming to UCL. In certain circumstances, you may need to take out other types of insurance. Any queries regarding insurance should be addressed in the first instance to the Summer School Office.

11.5 Subject to the remainder of this section 11, UCL’s total aggregate liability to you arising out of or in connection with these Terms and/or your period of study at UCL (whether in contract, tort or otherwise) shall in no circumstances exceed an amount equivalent to twice the total Tuition Fees payable by you in connection with the Programme.

12 Notices

12.1 Any notice or other information relating to the formal relationship between you and UCL that you need to give to UCL, or that UCL needs to give to you, must be in writing and may be given by hand or sent by e-mail or post. UCL will use e-mail as a primary means of communication for sending you this information, although any particularly important documents will also be sent by post to your last recorded address.

12.2 You should check your UCL e-mail account regularly, as UCL cannot be held responsible for the consequences of any messages that you have not read or if messages are lost or delayed when automatically forwarded to a personal e-mail address (for example Hotmail, Gmail, etc).

12.3 You are responsible for maintaining up-to-date address and other contact details via your Portico account. Any notices or information sent to your last recorded address will be deemed to have been properly given.

12.4 UCL may also draw your attention to important information through announcements on UCL's website, Portico and through messages on the computer desktop when you log-on to the UCL network.
13 Other Important Terms

13.1 These Terms and the relationship between UCL and you shall be governed by and interpreted in accordance with English law.

13.2 Both UCL and you agree to the exclusive jurisdiction of and to accept the authority of the courts of England and Wales.

13.3 If any condition of this relationship is found to be void or unenforceable (in whole or in part) by any court or other competent authority, the rest of the contractual relationship will continue to apply.

13.4 UCL may need to make changes to these Terms from time to time. While we will try not to make changes, if we do we will act reasonably and notify you of changes by posting the updated Terms on the UCL website and drawing the specific changes to your attention and, where reasonably practical, providing notification to you (whether to you specifically or generally to the UCL summer school student population).

13.5 UCL issues promotional materials in relation to the Programme and study at UCL. While we endeavour to make sure those promotional materials are clear and correct, any promotional materials should be considered indicative and are not intended to be contractual.

13.6 If the performance by UCL of its obligations is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the Contract and receive a refund for any obligations not performed by UCL for which you have paid.

13.7 These Terms are between you and us and no other person shall have any rights to enforce any of the Terms.

Part 5 – UCL’S STUDENT REGULATIONS

14 UCL’s Student Regulations – Links to Key Documents

14.1 Summer school students are subject to the following Student Regulations:

14.1.1 UCL Summer School Programme Regulations at https://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/summer-school-regs-nov16


14.1.3 The regulations and policies at http://www.ucl.ac.uk/current-students/guidelines (General Student Regulations).

Please note that there may be some derogations to the Life Learner Regulations and the General Student Regulations, in relation to summer school students, because of the practical differences between the Programme on the one hand and UCL’s life learner programmes and undergraduate and graduate programmes on the other hand. If there is any conflict or inconsistency between the Student Regulations, then the UCL Summer School Programme Regulations in the first instance, and then the Life Learner Regulations, will take precedence.
14.2 You are required to comply with all applicable Student Regulations and it is important that you read and understand them. If you have any questions on any of the Student Regulations, including how they are applicable to your application for and study on the Programme, then please contact the Summer School Office.

14.3 We are aware that the Student Regulations are detailed and that there are a number of documents. This reflects the many different ways in which you may interact with the UCL environment. To help you identify some of the more important Student Regulations that are applicable to you, we have summarised these, and provided a direct link to the relevant page of UCL’s website below.

<table>
<thead>
<tr>
<th>Student Regulation</th>
<th>Summary</th>
<th>Hyperlink</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer School Programme Regulations</td>
<td>Sets out requirements about academic progress, attendance and assessment for the Summer School</td>
<td><a href="https://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/summer-school-regs-nov16">https://www.ucl.ac.uk/prospective-students/study-abroad-ucl/summer-school/summer-school-regs-nov16</a></td>
</tr>
<tr>
<td>Information Security Policy</td>
<td>Sets out requirements for use of UCL’s IT facilities in an acceptable manner. Includes circumstances that may lead to disciplinary action, up to and including dismissal from UCL without notice. Also sets out circumstances potentially resulting in court proceedings attracting both criminal and civil liability</td>
<td><a href="https://www.ucl.ac.uk/informationsecurity/policy">https://www.ucl.ac.uk/informationsecurity/policy</a></td>
</tr>
<tr>
<td>Library Regulations</td>
<td>Sets out the requirement to use UCL’s Library facilities in an acceptable manner and includes certain sanctions, penalties and/or other disciplinary action for non-compliance.</td>
<td><a href="http://www.ucl.ac.uk/library/about/strategies-policies/regs">http://www.ucl.ac.uk/library/about/strategies-policies/regs</a></td>
</tr>
<tr>
<td>Disability</td>
<td>Outlines the ways in which UCL addresses the needs of disabled students. Sets out UCL’s firm commitment to offering an excellent education to all students and central to this policy is UCL’s intention to take account of individual needs and to work with disabled students to find appropriate and practical solutions to any problems that might arise</td>
<td><a href="https://www.ucl.ac.uk/library/disabled-users">https://www.ucl.ac.uk/library/disabled-users</a></td>
</tr>
<tr>
<td>Complaints Procedure</td>
<td>Provides details on how students should express concern or dissatisfaction with aspects of UCL or the quality of services provided. It is central to UCL’s commitment to providing a high quality educational experience for all our students, reflected in excellent academic, administrative and pastoral support services with the aim for every student to be satisfied with their experience of UCL</td>
<td><a href="https://www.ucl.ac.uk/srs/academic-manual/c1/complaints/Student_Complaints_Procedure.pdf">https://www.ucl.ac.uk/srs/academic-manual/c1/complaints/Student_Complaints_Procedure.pdf</a></td>
</tr>
<tr>
<td>Policy</td>
<td>Description</td>
<td>Link</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td>Harassment and Bullying</td>
<td>Outlines UCL’s firm commitment to equality and diversity and how UCL will not tolerate the harassment or bullying of one member of its community by another or others. Sets out to promote the development of a working environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to complain about harassment and bullying, should they arise, in the knowledge that their concerns will be dealt with appropriately and fairly</td>
<td><a href="https://www.ucl.ac.uk/current-students/guidelines/harassment-bullying">https://www.ucl.ac.uk/current-students/guidelines/harassment-bullying</a></td>
</tr>
<tr>
<td>Disciplinary Code and Procedure</td>
<td>Sets out the standard of conduct and behaviour reasonably expected of you and also includes the right of UCL to suspend or exclude you on disciplinary grounds</td>
<td><a href="https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code">https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code</a></td>
</tr>
<tr>
<td>Data Protection Policy</td>
<td>Reflect UCL’s commitment to ensure that every employee and registered student complies with the Data Protection Act 1998 and to ensure the confidentiality of any personal data held by UCL, in whatever medium</td>
<td><a href="https://www.ucl.ac.uk/informationsecurity/policy/public-policy/DataProtectionPolicy1016.pdf">https://www.ucl.ac.uk/informationsecurity/policy/public-policy/DataProtectionPolicy1016.pdf</a></td>
</tr>
<tr>
<td>Intellectual Property Policy (Students)</td>
<td>Sets out the rules, rights and obligations of UCL students in relation to intellectual property created in the course of study</td>
<td><a href="https://www.ucl.ac.uk/current-students/guidelines/intel_prop_rights">https://www.ucl.ac.uk/current-students/guidelines/intel_prop_rights</a></td>
</tr>
<tr>
<td>Religion and Belief Equality Policy and Equal Opportunity Policy</td>
<td>Reflects how UCL seeks to address issues of discrimination and ensure equality in relation to the selection, recruitment and relationship with students</td>
<td><a href="https://www.ucl.ac.uk/current-students/guidelines/religious-equality">https://www.ucl.ac.uk/current-students/guidelines/religious-equality</a></td>
</tr>
<tr>
<td>Plagiarism Policy</td>
<td>Outlines what is considered to be plagiarism and how allegations and instances of plagiarism are addressed at UCL</td>
<td><a href="http://www.ucl.ac.uk/current-students/guidelines/plagiarism">http://www.ucl.ac.uk/current-students/guidelines/plagiarism</a></td>
</tr>
</tbody>
</table>
Annex 1 – Useful Contacts

Updates will be made to this information as required.

(1) University College London
Address:
University College London
Gower Street
London, WC1E 6BT

Tel: +44 (0) 20 7679 2000

(2) UCL Summer School Office (also referred to in these Terms as the ‘Summer School Office’)
Address:
UCL Summer School Office
Centre for Languages and International Education
26 Bedford Way
London, WC1H 0AP

E-mail: summer@ucl.ac.uk
Tel: +44 (0) 20 7679 5522

(3) UCL Union Rights and Advice
Address:
UCL Union Rights and Advice
First Floor, Bloomsbury Theatre Building
Gordon Street
London, WC1H 0AY

E-mail: uclu-rights.advice@ucl.ac.uk
Tel: +44 (0) 20 7679 2533 or +44 (0) 20 7679 2507

(4) Student Disability Services
Address:
UCL Student Disability Services
The Student Support Centre
Level 4
UCL Institute of Education
20 Bedford Way
London, WC1H 0AL

E-mail: disability@ucl.ac.uk
Tel: +44 (0) 20 7679 0100

(5) Student Recruitment and Marketing
Address:
UCL Student Recruitment and Marketing
4th Floor, Bidborough House
38-50 Bidborough Street
Kings Cross, London

E-mail: international@ucl.ac.uk
Tel: +44 (0) 20 7679 7765
Annex 2 – Licence Agreement

1 PRELIMINARY

University College London ("UCL") allows UCL Summer School (the “Programme”) students to occupy study bedrooms on the understanding that such occupancy is as a Licensee, which gives you a contractual right to occupy the study bedroom, and not as a Tenant. As a Licensee, you have no legal interest in the property. This Licence Agreement is legally binding. You must comply with all the regulations mentioned in the UCL Summer School Accommodation General Regulations and Guidance Handbook 2019, in UCL’s Code of Conduct for Students and the UCL Student Disciplinary Code and Procedure. You will be held responsible for the payment of fees for the whole period of this Licence Agreement.

2 OCCUPATION

Subject to clause 3(a), this Licence Agreement applies as follows:

(i) to the period commencing 30 June 2019 up to, and including 10 August 2019 for students who have accepted an offer of a place on both Session One of the Programme and Session Two of the Programme,

(ii) to the period commencing 30 June 2019 up to, and including 20 July 2019 for students who have accepted an offer of a place on Session One of the Programme only,

(iii) to the period commencing 21 July 2019 up to, and including 10 August 2019 for students who have accepted an offer of a place on Session Two of the Programme only,

where Session One is that part of the Programme taking place between 1 July 2019 up to and including 19 July 2019 and Session Two is that part of the Programme taking place between 22 July 2019 up to and including 9 August 2019.

Your room is allocated on the basis of your sole occupancy. You must not allow any other person to occupy or share your room or flat. It is a disciplinary offence to sublet your room or flat and you may be subject to a fine. UCL reserve the right to relocate you to the equivalent standard accommodation, if your room becomes uninhabitable or for welfare issues. This Licence Agreement is personal to you and is not transferable.

At the end of the contract period you will be required to vacate your room or flat and remove your belongings by 10:00 am on 10 August 2019*. Any belongings left in rooms after this date will be deemed to be unwanted and may be disposed of after a period of 7 days without notice to you if the University does not have a forwarding address for you.

* 20 July 2019 for students who have accepted an offer of a place on Session One of the Programme only.

3 FEES

(a) Licence Fee

Accommodation fees are payable 30 days from the date an offer is made to you by UCL for accommodation and a place on the Programme or by 14 June 2019, whichever is sooner. Your accommodation fees will not be reduced to take account of any periods when you did not occupy the accommodation allocated to you. You will need your PAYMENT ID Number which is quoted on your offer letter for the Programme in order to pay the accommodation fees.

Accommodation fees are to be paid online by credit card at http://onlinestore.ucl.ac.uk/.

If you are unable to complete the payment online, please contact the UCL Summer School Office.

If you have a scholarship or sponsorship which includes your accommodation, please contact the UCL
Summer School Office and, if you have not done so already, provide the details of your sponsor so that
UCL can invoice them directly.

This Licence Agreement shall only become effective on the relevant date set out at clause 2 if you
have accepted an offer from UCL for accommodation and a place on the Programme within the
timescales required by the Terms and Conditions for University College London Summer School
2019 (Programme Terms), and you have paid the accommodation fees within the timescales noted
in this clause 3(a).

(b) Keys
On arrival a set of room keys will be issued to you by the site office of your accommodation. These keys
form part of a security suite and cannot be duplicated except by the site office of your accommodation. The safekeeping of your keys is important and is your responsibility. If you lose your keys, you must immediately advise the site office of your accommodation, where you will be asked
to present proof of identity.

It is your responsibility to return your keys to the site office of your accommodation when you leave
your room at the end of your occupation under this Licence Agreement.

(c) Room Checks and Access
UCL reserves the rights for UCL and its staff and representatives to access your accommodation on
reasonable notice (at least 24 hours’ notice in writing, but sooner access may be required in an
emergency), including (but not limited to) for cleaning or maintenance reasons, to assist in the general
management of the building or in an emergency situation and all areas of the building (including student
rooms/flats) are checked regularly by UCL staff or their representatives, and communal areas are
checked weekly against the following criteria:

- Acceptable cleanliness
- Damage to the fabric of the building
- Damage to furniture, fittings
- Introduction of prohibited items, e.g. un-fused/cubed adaptors, candles, use of cooking
equipment in bedrooms, etc.
- Damage, misuse or loss of fire detection and firefighting equipment

Charges may be required to be paid by you in the event of your default in all or any of these areas.

The room inventory on arrival will be conclusive as to the initial condition of your room and means that
this was acceptable to you, unless you notify the site office of your accommodation and the UCL Summer
School otherwise in writing within 48 hours of the commencement date of your Licence Agreement.

(d) Damage
If:
(i) damage is caused to your room and the furniture, equipment, fixtures and fittings and to any other
property; and/or
(ii) you fail to keep your accommodation in an acceptably clean state as required by the UCL Summer
School Accommodation General Regulations and Guidance Handbook 2019; and/or
(iii) any property of the accommodation is taken from your accommodation,

you will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which you
have caused, by your negligence or wilful acts, or where this is due to the negligence or wilful acts of
anyone you have invited into the accommodation, including the common areas.

UCL may invoice you for the reasonable cost of repair or replacement and you must pay the invoice within
28 days.

Failure to pay an invoice may result in action being taken by UCL to recover those sums.

It is essential that you report any damage to the site office at your accommodation immediately.

The original inventory referred to at paragraph 3(c) will be used at the end of your Licence Agreement to
determine any damages charges attributed to you. You are not however required to pay for disrepair caused by fair wear and tear.

In instances where, after reasonable investigations, responsibility for damages caused cannot be attributed to any individual or individuals, the cost will be divided equally among the students in your section/flat/residence.

(e) Payments

In the event that UCL has to charge you for any of the matters referred to in this Agreement (other than the Licence Fees) you shall be issued with an invoice; the payment deadline date will be indicated on the invoice. Failure to pay the invoice may result in further disciplinary action being taken against you.

(f) UCL Regulations

You must comply with all applicable UCL regulations, policies and procedures relating to your occupation of a study bedroom pursuant to this Licence Agreement, including (without limitation) the UCL Summer School Accommodation General Regulations and Guidance Handbook 2019 attached hereto as Annex A.

4 TERMINATION OF LICENCE AGREEMENT BY UCL

4.1 The licence granted by Clause 2 of this Agreement may be terminated by UCL on reasonable notice if you are in breach of any of your obligations under this Agreement or UCL’s Regulations (including, without limitation, UCL Summer School Accommodation General Regulations and Guidance Handbook 2019), e.g.:

- You fail to pay any sums due to the University within 14 days of the due date
- You cause damage to your accommodation or the furniture in your room such that it is not reasonably usable for residential purposes
- You commit an act of gross misconduct or engage in illegal activity, including (but not limited to) sexual harassment or sexual violence, vandalism or drug use (including substances defined under the Psychoactive Substances Act 2016)
- Misuse of Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors
- Repeated anti-social behaviour
- Suspension from UCL in advance of a disciplinary hearing
- You sub-licence your room or flat or otherwise part or allow any third party into possession

4.2 This Licence Agreement will also be terminated, upon giving you 7 days’ notice in writing, if you cease to be a student at UCL on the Programme. If you withdraw or intermit from your studies at UCL, you are required to leave your room within 7 days of the date of your withdrawal or intermission from UCL.

4.3 UCL shall have the right to terminate this Licence Agreement in the circumstances set out in clause 4.2 on any shorter notice than is provided in clause 4.2, if this is required by the third party provider of the accommodation.

4.4 Any refunds of accommodation fees you have paid to UCL pursuant to this Licence Agreement shall be made in accordance with the terms and conditions set out in the Programme Terms and only in such circumstances as are expressly set out in the Programme Terms.

5 TERMINATION OF LICENCE BY YOU

Except under the following circumstances you shall not be entitled to terminate this Agreement which shall in any event terminate on 10 August 2019*

(a) If you cancel your place on the Programme pursuant to the Programme Terms, you have the right to terminate this Licence Agreement. Any refunds of accommodation fees paid by you to UCL pursuant to this Licence Agreement will be made in accordance with the Programme Terms.
and only in such circumstances as are expressly set out in the Programme Terms.

* 20 July 2019* for students who have accepted an offer of a place on Session One of the Programme only.

6 WHAT UCL ACCEPTS LIABILITY FOR AND LIMITS ON UCL’s LIABILITY TO YOU

6.1 UCL will be liable:

(a) For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for.

(b) For fraud or fraudulent misrepresentation that it is responsible for.

(c) In respect of any other rights or liabilities it has that may not be lawfully excluded or restricted (for example under the Consumer Rights Act 2015 or the Equality Act 2010).

(d) For theft of, or damage to any of your property in your UCL accommodation where such theft or damage is caused by the negligence or wilful actions of UCL up to a maximum of £2,000 in total for one academic year.

(e) For compensation where services to your accommodation temporarily fail as a result of action or inaction by UCL. Such compensation will only be payable where UCL has been unable to arrange an adequate alternative provision within 36 hours of UCL having been notified of the failure. Such compensation will not be payable where the failure in services is caused by vandalism by you or your invitees. Compensation payable under this sub-paragraph will be calculated on the basis of 1/4 of the accommodation fees for the duration of the failure in service provision after 36 hours.

(f) Where there is a catastrophic failure of services or the destruction/inoperability of part of your building necessitating closure, UCL will take all reasonable steps to re-house affected students. Accommodation fees for your original accommodation will only be payable up to the date of its closure. If you accept an offer of re-housing you will bear the cost of your new accommodation. UCL’s liability to you in such circumstances will be limited to one week’s accommodation fees.

Claims for compensation under paragraphs 6.1(e) or (f) must be made in writing to the UCL Summer School Office within 21 days of you becoming aware of the event causing the claim. UCL will respond to the claim within 21 days unless there are good reasons for extending the time limit (for example where UCL systems are affected by the catastrophic failure).

6.2 Subject to paragraph 6.1 above, UCL is not liable for:

(a) theft of, or damage to any of your property or the property of your invitees to your UCL accommodation where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under paragraph 6.1(d) above; or

(b) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your UCL accommodation in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement.

(c) Compensation for noise caused by building works or maintenance works.

6.3 A person who is not a party to this Licence Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Licence Agreement.
UCL Summer School Accommodation
General Regulations and Guidance
Handbook 2019

The UCL Summer School (‘UCLSS’), strives to offer welcoming, comfortable and secure accommodation. We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in University organised accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of the student accommodation. In essence, the General Regulations and Guidance are built around a few general principles:

- Behave in a manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of safety, security and peace of mind.
- Respect the building you live in and its furnishings so that future generations of students can enjoy it.
- Be aware of the regulations governing the terms of your occupancy and the payment of fees.
- Be aware of UCL’s Code of Conduct for Students http://www.ucl.ac.uk/srs/academicmanual/c1/code-of-conduct
- Be aware of UCL’s Student Disciplinary Code and Procedure http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code

We promise to:

1. Be friendly, courteous and helpful whenever we speak to you
2. Regularly review our standards against your feedback, to improve our service
3. Ensure staff listen and resolve accommodation enquiries or direct you to an appropriate contact
4. Endeavour to acknowledge written comments/complaints within 3 working days and respond fully within 7 days
5. Agree a timescale with you for keeping you informed of the progress, if the matter is complex
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity

Before your admission to student accommodation, you are required to accept and abide by these regulations and such other rules applicable to the accommodation that UCL may make from time to time.

Important terms in your Licence Agreement and important instructions in this Handbook
The terms on which you are entitled to occupy your accommodation are set out in your Licence Agreement. You are advised to read the Licence Agreement and this guidance carefully before accepting an offer of accommodation.

Your Licence Agreement contains several important terms, including:
- The obligation to pay fees (point 3, page 21).
- The duration of your occupation (point 2, page 21).
• The grounds on which UCL may terminate your tenancy early, for example if you breach the standards of behaviour required by UCL regulations (point 4, page 23).
• The circumstances in which UCL might require you to move rooms or relocate to other accommodation (point 6f, page 24).
• Your liability to pay additional fees if you lose your keys, fob or swipe card (point 3b, page 22).
• Your liability to pay additional charges if your accommodation or any communal areas, furniture or facilities are damaged or left in an unacceptable state (point 3(d), page 22).
• The requirement to comply with relevant UCL regulations, breach of which can lead to early termination of your licence and/or termination of your studies (point 1, page 21). Less serious breaches can lead to fines or other disciplinary sanctions, as explained in the examples given in the Handbook.
• Restrictions on UCL’s liability for matters such as theft or damage to your property and we recommend that you obtain appropriate insurance for your belongings (point 6.1(d), page 24 and point 6.2, page 24).
• Circumstances in which UCL might pay compensation for example if there is a major disaster that closes your building, or in certain circumstances where services to your accommodation fail and the time limits for notifying such claims (points 6.1(e)-(f), page 9 and pages 20-21 of the Handbook).

This Handbook also contains important information, including:
• Safety and emergency evacuation procedures (page 26).
• The procedure and time limits for submitting complaints (page 30).
UCL Student Accommodation Licence Agreement

1 PRELIMINARY

University College London ("UCL") allows UCL Summer School (the “Programme”) students to occupy study bedrooms on the understanding that such occupancy is as a Licensee, which gives you a contractual right to occupy the study bedroom, and not as a Tenant. As a Licensee, you have no legal interest in the property. This Licence Agreement is legally binding. You must comply with all the regulations mentioned in the UCL Summer School Accommodation General Regulations and Guidance Handbook 2019, in UCL’s Code of Conduct for Students and the UCL Student Disciplinary Code and Procedure. You will be held responsible for the payment of fees for the whole period of this Licence Agreement.

2 OCCUPATION

Subject to clause 3(a), this Licence Agreement applies as follows:

(iv) to the period commencing 30 June 2019 up to, and including 10 August 2019 for students who have accepted an offer of a place on both Session One of the Programme and Session Two of the Programme,

(v) to the period commencing 30 June 2019 up to, and including 20 July 2019 for students who have accepted an offer of a place on Session One of the Programme only,

(vi) to the period commencing 21 July 2019 up to, and including 10 August 2019 for students who have accepted an offer of a place on Session Two of the Programme only,

where Session One is that part of the Programme taking place between 1 July 2019 up to and including 19 July 2019 and Session Two is that part of the Programme taking place between 22 July 2019 up to and including 9 August 2019.

Your room is allocated on the basis of your sole occupancy. You must not allow any other person to occupy or share your room or flat. It is a disciplinary offence to sublet your room or flat and you may be subject to a fine. UCL reserve the right to relocate you to the equivalent standard accommodation, if your room becomes uninhabitable or for welfare issues. This Licence Agreement is personal to you and is not transferable.

At the end of the contract period you will be required to vacate your room or flat and remove your belongings by 10:00 am on 10 August 2019*. Any belongings left in rooms after this date will be deemed to be unwanted and may be disposed of after a period of 7 days without notice to you if the University does not have a forwarding address for you.

*20 July 2019 for students who have accepted an offer of a place on Session One of the Programme only.

3 FEES

(a) Licence Fee

Accommodation fees are payable 30 days from the date an offer is made to you by UCL for accommodation and a place on the Programme or by 14 June 2019, whichever is sooner. Your accommodation fees will not be reduced to take account of any periods when you did not occupy the accommodation allocated to you. You will need your PAYMENT ID Number which is quoted on your offer letter for the Programme in order to pay the accommodation fees.

Accommodation fees are to be paid online by credit card at http://onlinestore.ucl.ac.uk/.

If you are unable to complete the payment online, please contact the UCL Summer School Office.

If you have a scholarship or sponsorship which includes your accommodation, please contact the UCL Summer School Office and, if you have not done so already, provide the details of your sponsor so that UCL can invoice them directly.
This Licence Agreement shall only become effective on the relevant date set out at clause 2 if you have accepted an offer from UCL for accommodation and a place on the Programme within the timescales required by the Terms and Conditions for University College London Summer School 2019 (Programme Terms), and you have paid the accommodation fees within the timescales noted in this clause 3(a).

(b) Keys
On arrival a set of room keys will be issued to you by the site office of your accommodation. These keys form part of a security suite and cannot be duplicated except by the site office of your accommodation. The safekeeping of your keys is important and is your responsibility. If you lose your keys, you must immediately advise the site office of your accommodation, where you will be asked to present proof of identity.

It is your responsibility to return your keys to the site office of your accommodation when you leave your room at the end of your occupation under this Licence Agreement.

(c) Room Checks and Access
UCL reserves the rights for UCL and its staff and representatives to access your accommodation on reasonable notice (at least 24 hours’ notice in writing, but sooner access may be required in an emergency), including (but not limited to) for cleaning or maintenance reasons, to assist in the general management of the building or in an emergency situation and all areas of the building (including student rooms/flats) are checked regularly by UCL staff or their representatives, and communal areas are checked weekly against the following criteria:

- Acceptable cleanliness
- Damage to the fabric of the building
- Damage to furniture, fittings
- Introduction of prohibited items, e.g. un-fused/cubed adaptors, candles, use of cooking equipment in bedrooms, etc.
- Damage, misuse or loss of fire detection and firefighting equipment

Charges may be required to be paid by you in the event of your default in all or any of these areas.

The room inventory on arrival will be conclusive as to the initial condition of your room and means that this was acceptable to you, unless you notify the site office of your accommodation and the UCL Summer School otherwise in writing within 48 hours of the commencement date of your Licence Agreement.

(d) Damage
If:
(i) damage is caused to your room and the furniture, equipment, fixtures and fittings and to any other property; and/or
(ii) you fail to keep your accommodation in an acceptably clean state as required by the UCL Summer School Accommodation General Regulations and Guidance Handbook 2019; and/or
(iii) any property of the accommodation is taken from your accommodation,

you will be responsible for the reasonable cost of repair or replacement (whichever is cheaper) which you have caused, by your negligence or wilful acts, or where this is due to the negligence or wilful acts of anyone you have invited into the accommodation, including the common areas.

UCL may invoice you for the reasonable cost of repair or replacement and you must pay the invoice within 28 days.

Failure to pay an invoice may result in action being taken by UCL to recover those sums.

It is essential that you report any damage to the site office at your accommodation immediately.

The original inventory referred to at paragraph 3(c) will be used at the end of your Licence Agreement to determine any damages charges attributed to you. You are not however required to pay for disrepair caused by fair wear and tear.
In instances where, after reasonable investigations, responsibility for damages caused cannot be attributed to any individual or individuals, the cost will be divided equally among the students in your section/flat/residence.

(e) Payments

In the event that UCL has to charge you for any of the matters referred to in this Agreement (other than the Licence Fees) you shall be issued with an invoice; the payment deadline date will be indicated on the invoice. Failure to pay the invoice may result in further disciplinary action being taken against you.

(g) UCL Regulations

You must comply with all applicable UCL regulations, policies and procedures relating to your occupation of a study bedroom pursuant to this Licence Agreement, including (without limitation) the UCL Summer School Accommodation General Regulations and Guidance Handbook 2019 attached hereto as Annex A.

4 TERMINATION OF LICENCE AGREEMENT BY UCL

4.1 The licence granted by Clause 2 of this Agreement may be terminated by UCL on reasonable notice if you are in breach of any of your obligations under this Agreement or UCL’s Regulations (including, without limitation, UCL Summer School Accommodation General Regulations and Guidance Handbook 2019 ), e.g.:

- You fail to pay any sums due to the University within 14 days of the due date
- You cause damage to your accommodation or the furniture in your room such that it is not reasonably usable for residential purposes
- You commit an act of gross misconduct or engage in illegal activity, including (but not limited to) sexual harassment or sexual violence, vandalism or drug use (including substances defined under the Psychoactive Substances Act 2016)
- Misuse of Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors
- Repeated anti-social behaviour
- Suspension from UCL in advance of a disciplinary hearing
- You sub-licence your room or flat or otherwise part or allow any third party into possession

4.2 This Licence Agreement will also be terminated, upon giving you 7 days’ notice in writing, if you cease to be a student at UCL on the Programme. If you withdraw or intermit from your studies at UCL, you are required to leave your room within 7 days of the date of your withdrawal or intermission from UCL.

4.3 UCL shall have the right to terminate this Licence Agreement in the circumstances set out in clause 4.2 on any shorter notice than is provided in clause 4.2, if this is required by the third party provider of the accommodation.

4.4 Any refunds of accommodation fees you have paid to UCL pursuant to this Licence Agreement shall be made in accordance with the terms and conditions set out in the Programme Terms and only in such circumstances as are expressly set out in the Programme Terms.

5 TERMINATION OF LICENCE BY YOU

Except under the following circumstances you shall not be entitled to terminate this Agreement which shall in any event terminate on 10 August 2019*

(b) If you cancel your place on the Programme pursuant to the Programme Terms, you have the right to terminate this Licence Agreement. Any refunds of accommodation fees paid by you to UCL pursuant to this Licence Agreement will be made in accordance with the Programme Terms and only in such circumstances as are expressly set out in the Programme Terms.

* 20 July 2019 for students who have accepted an offer of a place on Session One of the Programme only.
6 WHAT UCL ACCEPTS LIABILITY FOR AND LIMITS ON UCL’s LIABILITY TO YOU

6.1 UCL will be liable:

(a) For death or personal injury arising from its own negligence, or from its own acts or omissions that it is responsible for.

(b) For fraud or fraudulent misrepresentation that it is responsible for.

(c) In respect of any other rights or liabilities it has that may not be lawfully excluded or restricted (for example under the Consumer Rights Act 2015 or the Equality Act 2010).

(d) For theft of, or damage to any of your property in your UCL accommodation where such theft or damage is caused by the negligence or wilful actions of UCL up to a maximum of £2,000 in total for one academic year.

(e) For compensation where services to your accommodation temporarily fail as a result of action or inaction by UCL. Such compensation will only be payable where UCL has been unable to arrange an adequate alternative provision within 36 hours of UCL having been notified of the failure. Such compensation will not be payable where the failure in services is caused by vandalism by you or your invitees. Compensation payable under this sub-paragraph will be calculated on the basis of 1/4 of the accommodation fees for the duration of the failure in service provision after 36 hours.

(f) Where there is a catastrophic failure of services or the destruction/inoperability of part of your building necessitating closure, UCL will take all reasonable steps to re-house affected students. Accommodation fees for your original accommodation will only be payable up to the date of its closure. If you accept an offer of re-housing you will bear the cost of your new accommodation. UCL’s liability to you in such circumstances will be limited to one week’s accommodation fees.

Claims for compensation under paragraphs 6.1(e) or (f) must be made in writing to the UCL Summer School Office within 21 days of you becoming aware of the event causing the claim. UCL will respond to the claim within 21 days unless there are good reasons for extending the time limit (for example where UCL systems are affected by the catastrophic failure).

6.2 Subject to paragraph 6.1 above, UCL is not liable for:

(a) theft of, or damage to any of your property or the property of your invitees to your UCL accommodation where such theft or damage is not caused by the negligence or wilful actions of UCL (for example where a third party steals or damages your property), or to the extent it exceeds the limitation under paragraph 6.1(d) above; or

(b) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your UCL accommodation in the exercise or purported exercise of the rights granted by this Licence Agreement to the extent that such matters are caused or contributed to by you or your invitees acting negligently, wilfully or recklessly in disregard of the terms of this Licence Agreement.

(c) Compensation for noise caused by building works or maintenance works.

6.3 A person who is not a party to this Licence Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Licence Agreement.
UCL Summer School Accommodation General Regulations and Guidance

Office Hours and Emergencies
Office opening hours are displayed at each site. General administrative, housekeeping and maintenance duties are carried out during office hours. Reception at each residence is staffed 24/7.

Study Bedroom
The room allocated to you should be the one that you occupy for the duration of your residence agreement. UCL does however reserve the right to change your room allocation if there are any problems or to ensure best use of space. Rooms and kitchens will be inspected regularly; you will be informed in advance.

Cleaning
The bedrooms, en-suite bathrooms and shared kitchens (where applicable) are serviced every 7 days (typically between Monday and Friday).

Towels, Bedding and Linen
Towels, a bedding pack consisting of duvet, pillow, and clean bed linen will be provided at the commencement of the licence agreement. The rooms will be serviced every 7 days (typically between Monday and Friday) – this includes, cleaning of the room and en-suite bathrooms and change of bed linen and towels. The bedding pack items are not to be removed from the flat and are to remain in the property at the end of the licence agreement.

Shared Kitchens
UCL Accommodation offers shared kitchen facilities which include supply of crockery, cooking utensils and cutlery. These items are not to be removed from the flat and are to remain in the property at the end of the licence agreement.

Smoking Policy
Smoking, including E-Cigarettes and E-Cigarette chargers, is not permitted anywhere in UCL accommodation. Smoking is also prohibited immediately outside the entrances or open windows of UCL accommodation. Smoking in prohibited areas is a disciplinary offence. Covering smoke detectors is a criminal offence and you may be subject to UCL’s Disciplinary Code and Procedure and/or termination of your licence. In the interests of fire safety hookahs, shishas, and similar smoking devices are not permitted in UCL accommodation. It is a disciplinary offence to have these items in your room.

I.T. Provision
All rooms, have Wi-Fi provision. The cost of connection is included in your accommodation fees.

Prohibited Items
Kettles and Toasters are provided in each kitchen for the use of residents; please do not bring your own. Cooking equipment may be stored but not used in your room; it can only be used in kitchens due to Fire Regulations. It is considered a disciplinary offence to use cooking equipment, humidifiers and irons in your room. Any such equipment found plugged in in your room will be assumed to be in use. Cooking equipment includes, but is not limited to, Toasters, Kettles, microwaves, rice cookers, hotplates, steamers and sandwich makers etc. Refrigerators are not permitted in bedrooms unless a specific medical condition requires you to have one. If you would like to request permission to have a refrigerator in your room on medical grounds you must contact the UCL Student Disability Services prior to your arrival. The use of portable heating equipment is strictly forbidden in your room. In addition, the following items/activities must not be brought into, or used in, either your room or communal areas in your accommodation: candles, incense sticks, oil lamps, fragrance burners, hookah and shisha pipes, Nitrous Oxide (laughing gas), fairy lights, BBQs, fireworks, dartboards, non-fused and cubed adaptors, ball games, smoking, including E-Cigarettes, portable heating equipment, humidifiers and weapons. It is considered a disciplinary offence to have these items in your accommodation.
Fire Regulations

1.0.  **FIRE ACTION NOTICES:**

1.1. You should be familiar with action to take both on discovering a fire and on hearing the fire alarm sound. This information is provided on **Fire Action Notices** displayed in corridors and in rooms. Please read the instructions carefully and make yourself familiar with the local fire exit routes and the location of the fire alarm call point locations.

1.2. On discovery or being made aware of a fire, *(if not already activated)* immediately raise the alarm by operating the nearest fire alarm call point. Dial **999** and call the fire brigade. Your address is provided on the fire action notices.

1.3. When the fire alarm sounds, **you must leave the building immediately.** On leaving the building, you should proceed to the designated **Fire Assembly Point.**

**Warning** - beware of the road traffic as you leave the premises, your safety and that of others during the evacuation.

1.4. **On hearing the fire alarm:**

- **By Night** - quickly put on warm and suitable clothing. **Do not** stop to dress fully. Ensure that any others in your room are awake. Go immediately to the designated Fire Assembly Point for the residence, shutting all doors behind you.

- **By Day** - go immediately to the designated Fire Assembly Point for the residence, shutting all doors behind you.

- **At all times:**
  - Act quickly and calmly
  - Do not stop to collect your personal belongings
  - Do not run

2.0.  **MEANS OF ESCAPE:**

2.1. Corridors, landings, stairs & exits from a building are major escape routes in case of fire. Please **do not** obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

3.0.  **FIRE DOORS:**

3.1. Fire Doors are provided for all accommodation rooms, corridors, kitchen, storerooms and stair enclosures, other than accommodation doors they should be clearly labelled ‘Fire Door Keep Shut’ and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors, or remove the self-closing device. If the door is damaged or not fully closing, then you must report the fact to the Residence Manager for immediate repair works to be undertaken. Fire doors are critical Life Safety Equipment and to stop the travel of dangerous smoke & hot gases into escape routes.

**DO NOT WEDGE OR HOLD KITCHEN FIRE DOORS OPEN UNDER ANY CIRCUMSTANCES** - **KEEP FIRE DOORS CLOSED TO PREVENT UNWANTED FIRE ALARMS**
4.0. FIRE ALARMS:

4.1. Fire Alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building on hearing the alarm immediately by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of smoke detectors:

- Do not cook (including toast) in bedrooms and only use designated kitchens, keeping the fire doors closed at all times.
- Do not use any spray under or near the smoke detector.
- Do not use a hairdryer or hair straighteners under or near the smoke detector.
- Please ensure that hair straighteners are unplugged when not in use.
- Be careful with the positioning of combustible materials near electric points.
- Smoking, including E-Cigarettes and E-Cigarette chargers, is not permitted in your accommodation.
- Candles and aromatherapy burners are not permitted - please do not use for your safety and that of others in the accommodation.
- Humidifiers are not permitted in your accommodation.

5.0. FIRE EXTINGUISHERS:

5.1. Fire extinguishing equipment has been provided throughout your accommodation, do not interfere with pins, tags or maliciously set off the fire extinguishers. These extinguishers are life safety equipment and for use in the event of a fire.

6.0. FIRE EVACUATION DRILLS:

6.1. Fire drills will be held at each of the residences early in the first term. Further fire drills may take place without notice at any time.

7.0. GENERAL FIRE PRECAUTIONS

7.1. Any person found interfering in any way whatsoever with fire-fighting equipment or alarms, other than for proper use, will be fined and may be required to leave the residence permanently. In addition, all such persons will be referred to the Warden or Residence Manager, as appropriate, who will take disciplinary action against the student but such action will not preclude an independent action by the Fire Authority under appropriate statutes. Frivolous discharge of fire extinguishers will be charged to the individual or to all residents of the residence if the culprit is not known.

- Smoking, including E-Cigarettes and E-Cigarette chargers, is NOT permitted in your accommodation (or any UCL premises).
- The use of candles, incense, fireworks, hookah and shisha pipes, Nitrous Oxide (laughing gas) are NOT permitted in any accommodation.
- Always, switch off all electric appliances and lights when you leave your room and at night.
- Do not use paper light shades or paper masking on any light fitting.
- Do not use plastic or wicker waste paper bins and empty waste paper bins every day.
- Never, hang washing on or near heaters and do not obstruct in any way the airflow around all types of heaters.
- Never, leave the kitchen when you are cooking food and be especially careful with hot fat and oil. Any resident who leaves deep-frying or other cooking unattended may be suspended from residence. Do not cook in your bedrooms and BBQ’s are not permitted.
- The use of portable heating and cooking equipment in your room is strictly forbidden.
- Do not bring hazardous substances into your room even from laboratories or other UCL premises.

Noise
Please be considerate to your fellow residents at all times. Other residents may want to study or sleep at different times than you do, so respect your fellow residents need for quiet time. If you bring a stereo, DAB radio, iPod, MP3 player, iPad, game consoles etc. you should also bring headphones so that your enjoyment and the peace of others is not disturbed. Noise must not be audible between 23:00 and 08:00. Excessive noise is a disciplinary
offence. You are responsible for the behaviour of your guest(s) and should see that they leave quietly. Except in an emergency, incoming telephone calls should not be arranged between 23:00 and 08:00.

Visitors
The University reserves the right through its staff and contractors to refuse any non-resident admission to the accommodation at any time or to require them to leave the premises. Never lend your room key/swipe card/fob to anyone else. You are personally responsible for the conduct of your guest(s) at all times and may not allow them to live in your room. UCL offers guest accommodation during the summer period, subject to availability, which may be booked and paid online. Please speak with the site office who will be able to advise.

Role and Authority of Wardens
The role of the Warden and their teams of Student Residences Advisors within the accommodation is to promote a collegiate environment and to provide a caring and supportive atmosphere for all residents. Whilst the role of the Warden teams encompasses the discipline and welfare concerns of residents, it is important that residents realise that the aims of any disciplinary action should be to empower the individual concerned in such a way that he or she feels able to address the issue of concern; in extreme situations this may be in an alternative environment.

The Warden also has disciplinary powers delegated by the Registrar* of UCL as follows:

(a) The Warden may take disciplinary action where it is deemed appropriate against any resident in order to maintain harmonious relations within the Hall or Student House and this includes the right to fine students to a maximum of £100 through the Registrar for a breach of UCL’s Student Disciplinary Code (https://www.ucl.ac.uk/srs/academic-manual/c1/disciplinarycode/UCL-Student-Disciplinary-Code-and-Procedure-in-Respec-of-Students.pdf).

Standard fines may be administered by the Warden for commonplace misdemeanours, without recourse to the Registrar. These fines are listed as follows:

<table>
<thead>
<tr>
<th>Type of disciplinary matter</th>
<th>Fine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Triggering the fire alarm: (a) burnt cooking/kitchen door open (b) aerosol spray (c) shower steam</td>
<td>£25</td>
</tr>
<tr>
<td>Triggering the fire alarm: (a) smoking, including E-Cigarettes and E-Cigarette Chargers, Nitrous Oxide (laughing gas) (b) candles/incense/fireworks/hookah pipes (c) cooking equipment in room (d) humidifiers (e) portable heaters</td>
<td>£50</td>
</tr>
<tr>
<td>Non-evacuation during a fire alarm</td>
<td>£10</td>
</tr>
<tr>
<td>Maliciously triggering the fire alarm via break glasses</td>
<td>£100</td>
</tr>
<tr>
<td>Covering or damaging smoke detectors (plus cost of engineer if applicable)</td>
<td>£100</td>
</tr>
<tr>
<td>Removal of door closer or window restrictor</td>
<td>£30</td>
</tr>
<tr>
<td>Use of cooking equipment in room (includes any plugged in equipment)</td>
<td>£50</td>
</tr>
<tr>
<td>Misuse of fire extinguishers</td>
<td>£50</td>
</tr>
<tr>
<td>Misuse of meal cards (catered halls)</td>
<td>£20</td>
</tr>
<tr>
<td>Excessive noise (a) warning (b) fine</td>
<td>£25</td>
</tr>
<tr>
<td>Offensive/abusive language/behaviour to staff/students/visitors</td>
<td>£25</td>
</tr>
<tr>
<td>Prohibited item(s) in room/flat (e.g. candles, incense, humidifiers, portable heaters) (a) warning (b) fine</td>
<td>£25</td>
</tr>
<tr>
<td>Entering prohibited areas (e.g. roof)</td>
<td>£25</td>
</tr>
</tbody>
</table>
Call outs for non-emergency reasons at unreasonable hours (after 11pm and before 8am) at discretion of Duty Staff member £10
Smoking in prohibited area (a) fine £20
Distributing flyers in UCL accommodation promoting events in non UCL or UCLU locations £25
Subletting room or flat £200

*The Registrar may delegate this responsibility to appropriate members of Student and Registry Services. All references to the Registrar in these General Regulations should be understood to include such nominees.

Fines may be appealed, with appropriate supporting documentation, to the Registrar in accordance with the UCL Student Disciplinary Code. Fines are payable online at http://www.ucl.ac.uk/payonline. Non-payment of a fine will result in a formal warning for misconduct being recorded on a student’s record.

(b) All formal warnings must be given in writing and a copy kept by the Warden or Student Residences Advisor issuing the warning. Unless specifically indicated therein such warnings shall not form part of a student’s academic record. However, students should note that any formal warnings may count against them if they apply for UCL or Intercollegiate Hall accommodation in subsequent years.

(c) In appropriate cases the Warden may refer the matter to the Registrar for consideration under the Student Disciplinary Code. This may include a recommendation that the student be excluded from the accommodation; that the alleged misconduct be referred to the Discipline Committee; or that UCL evict the student. UCL’s Student Disciplinary Code sets out the range of penalties and procedure to be followed, including the grounds on which a student may appeal to the Registrar.

Drugs
The use of illegal drugs is not tolerated on the premises and anyone found using or distributing drugs will be reported to the Police. This includes legal highs or new psychoactive substances as defined under the Psychoactive Substances Act 2016. UCL has a policy on alcohol and drug misuse which can be obtained here http://www.ucl.ac.uk/current-students/guidelines/substance. Anyone found using or in possession of illegal substances will be referred under UCL’s Student Disciplinary Code and Procedure. UCL also reserves the right to terminate your Licence Agreement.

Sexual Harassment and Sexual Violence
UCL will not tolerate sexual harassment or sexual violence and is committed to supporting UCL Union’s policy of zero tolerance. If a complaint of sexual harassment or sexual violence is made against you UCL reserves the right to relocate you to other accommodation pursuant to UCL’s policies, procedures and regulations (including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students) or terminate your Licence Agreement.

Leaving your Accommodation
Your key(s), swipe/access card, electronic key fob must be returned to the site office of your Student House by 10:00 am on your day of departure. Your room (including bathroom) and kitchen must be left tidy. This includes removing all rubbish and food, and disposing of it in the appropriate location. It is not possible to forward post to you after your departure so please ensure that you change your address. Post and deliveries for residents who have left will be refused or returned to sender.

Further Regulations, Guidance and Instructions to Students
UCL may from time to time update its regulations, guidance and instructions to students in UCL operated accommodation to comply with best practice, regulatory and insurance requirements or to otherwise assist the safe and efficient operation of UCL residences.

You are obliged to comply with any such regulations, guidance or instructions which UCL may make from time to time which will be displayed on notice boards in your accommodation. Notice boards are for important messages and approved notices only. You should check the notice boards regularly for notices that might affect you.
UUK Code
Our accommodation is managed in accordance with the Universities Code of Practice for the management of student housing. A copy of the Code may be found at [http://www.universitiesuk.ac.uk](http://www.universitiesuk.ac.uk) and [http://www.uukcode.info](http://www.uukcode.info). The UCL Health and Safety Policy can be found at [http://www.ucl.ac.uk/estates/safetynet/policy/index.htm](http://www.ucl.ac.uk/estates/safetynet/policy/index.htm)

Complaints

Our Service
We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour and customer service. We expect consistently high standards from our staff and our contractors. We recognise, however, that there are occasions when the services delivered by UCL Student Accommodation or our contractors may fall short of reasonable expectations. This document sets out the formal procedure to be followed in the event of a service not being delivered in line with our high standards and user aspirations.

If you are unhappy about a service provided by or through UCL Student Accommodation, or if we have not done something which we promised to do, the best way for us to make improvements is to hear from you and learn from what you have to say; we value your opinions. Feedback forms are available from residence reception areas. These may be sent Freepost to the Head of Student Accommodation.

Definition of a Complaint
For the purposes of this procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress. It includes repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service agreement; serious inconvenience caused as a result of UCL Student Accommodation’s actions (or inaction) and inappropriate behaviour by a member of UCL Student Accommodation staff or contractors.

The Process
If you wish to make a complaint about your experience within UCL organised accommodation, you will be expected to follow the following procedure:

1. First speak to the site office and give them a brief statement of the complaint in writing. Keep a copy of the statement yourself and provide a copy to the UCL Summer School Office. In most cases this should resolve the problem.
2. If you are not satisfied with the response, speak to the UCL Summer School Manager, c/o UCL Summer School Office, 26 Bedford Way, tel: 020 7679 5522, and give them a brief statement of the complaint in writing. The UCL Summer School Manager should acknowledge the complaint within 48 hours if unable to make a full response.
3. Should you still not be satisfied with the response, you should make an appointment to see the Head of Programme, c/o UCL Summer School Office, 26 Bedford Way, tel: 020 7679 5502. The Head of Programme should acknowledge the complaint within 48 hours if unable to make a full response.
4. Should you still not be satisfied with the response, you should seek an appointment with the Director, UCL Centre for Languages and International Education (CLIE), tel: 020 7679 8668.
5. If your complaint has not been resolved within 14 (fourteen) days of you having taken step 1 above, you may use the UCL Complaints procedure by contacting the Registrar’s Office, Registrar’s Division, Registrar’s Office, South Wing, UCL, Gower Street, London, WC1E 6BT 0207 679 3203.

Compensation Claims
In any service provision, there are times when problems arise that have an impact on the users of the service. When users experience interruption of service or a change in quality they may have an expectation of some form of compensation. UCL Student Accommodation is a self-financing business, the income for which comprises student fees (term time and those who stay in vacations) and fees from commercial visitors in vacations. In order for budgets to balance, compensation payments either result in increased fees or reduced services. Therefore, any payments must be justified and fair.
• **Building works and maintenance**
  o It is not always possible to schedule building works and maintenance works when buildings are unoccupied. Such works, unless emergencies, will be scheduled for working hours (normally 08:30 to 17:30). Residents will be given advanced notice of such works. No compensation will be paid for noise resulting from such works or for changes resulting from such works, in facilities provided.

• **Lack of services resulting from failure of service providers outside UCL**
  o If a service provider external to UCL is responsible for the provision of a service and it fails UCL will take reasonable steps to inform residents of the duration of the failure, will take reasonable steps to inform residents of any alternative provision, and will take reasonable steps to require the provider to reinstate the service without delay, including where appropriate seeking compensation from the service provider for the failure.

• **Lack of services resulting from a failure of provision by UCL**
  o Where the service failure arises from action or inaction by UCL, compensation payments will be considered in accordance with the provisions within 6.1(e) of your Licence Agreement and an assessment of the inconvenience caused, taking account of the difference between essential and nonessential amenities. The Head of the Programme shall be responsible for determining the amount of compensation to be paid. Compensation will not be paid where a satisfactory alternative provision has been provided. Furthermore, compensation will not be paid under these circumstances until a period of 36 hours has elapsed to effect a correction of the fault.

• **Failure to report faults and vandalism**
  o Compensation will not be paid for a lack of service or amenity where the individual(s) affected are aware of but have failed to report as soon as reasonably possible, in writing, a fault to the UCL Summer School Office. Compensation will not be paid where a fault or interruption of service has been caused by acts of vandalism.

• **Major disaster**
  o In the event of a catastrophic failure of services or the destruction of part of a building necessitating closure, all reasonable steps will be taken to re-house students. Where re-housing is accepted by a student, they will bear the cost of the new housing. One week’s fees will be returned as compensation.

• **Claims**
  o A claim for compensation must be made in writing to the UCL Summer School Office, within 21 days of the event causing the claim. A response to the claim will normally be made within 21 days of receipt of the claim.

• **Appeals**
  Appeals against a decision by the Head of Programme should be referred to the Operations Manager. The grounds for such appeal will be:
    o The amount of the compensation offered is unreasonably low.
    o Compensation payment was unreasonably refused.

Appeals must be submitted in writing within 21 days of the date upon which the decision on compensation was communicated to the claimant.

**Post**
All post must be addressed to the resident concerned; please ensure that the correct postal address of your Student House is used. Post is sorted by surname or flat number into pigeonholes/post boxes at the Student House. Items that appear to be of value, including parcels, are kept in the office and a note placed in the pigeonhole/post box, or the post book, to inform you. When travelling or posting items to the
UK from outside the EU, it is illegal to bring back, or receive by post, meat and meat products, milk and milk products and potatoes. Bans and restrictions also apply to vegetables, plants and fish. For health and safety reasons, postal items which arrive damaged, leaking or decomposing may be refused at reception. You are responsible for redirecting post after you leave your accommodation. Post will not be forwarded. Post and deliveries for residents who have left will be refused or returned to sender.

Maintenance
All maintenance defects must be reported to the Site Office as soon as possible after discovery of the fault. Do not assume that someone else has reported a fault. The site staff, Wardenial team, cleaning and maintenance staff have the right to enter rooms at any time including (without limitation) for maintenance, cleaning, or in an emergency situation. Advance notice will be given where possible. Rooms and kitchens will be inspected regularly; you will be informed in advance.

Insurance
UCL provides a block insurance policy, however, this does not cover your personal belongings. You are encouraged to consider what insurance cover you will need for your personal belongings. We also recommend having fully comprehensive travel and medical insurance - to cover all eventualities.

If you are only studying in the UK for 6 months or less and you have a short-term study visa, you will need to obtain private medical insurance as you will be liable for any NHS health services that you use. If you already have medical insurance in your home country, check whether you can extend it to cover your stay in the UK, as well as looking at options available from UK insurers.

Security
Always lock your door and close your window(s) when you leave your room. Be vigilant. Please ensure that all outside doors are locked behind you as you enter or leave your accommodation. Do not open doors for unidentified visitors; do not let strangers follow you in. If you do discover intruders or suspicious persons in or entering your accommodation do not attempt to apprehend them. Call a member of staff, or, if you think it necessary, call the Police by dialling 999 and then report the matter to the Residence Management at the earliest opportunity. Host students are responsible for their guest(s) whilst they are in accommodation. Ensure that flat/cluster/corridor and outside doors are firmly locked shut on the departure of your guests. Remember you have a duty towards your fellow residents.

Personal Security
UCL and its staff cannot accept responsibility for loss of personal property due to theft, fire or any other cause. You are advised to keep your room door locked at all times and to carry your keys with you. All windows should be closed and locked when your room is unoccupied (even for a short period). You are advised to ensure that you have adequate insurance to cover your personal property in addition to the UCL block insurance cover.

Temporary Absence
If you stay away overnight or at weekends please let the site office know by leaving a note or signing out. It causes concern and sometimes considerable inconvenience when residents go ‘missing’ without explanation.

Health
All accidents, injuries and medical emergencies occurring in accommodation must be reported to the Site Office at the earliest possible time after the accident.

You can make use of the Ridgmount Practice (formerly Gower Place Practice), which is located on 8 Ridgmount Street, London WC1E 7AA as a temporary patient if you need to see a doctor. You can contact Ridgmount Practice on 020 7387 6306, email: gpp@nhs.net or visit their web pages for further information http://www.gowerplacepractice.nhs.uk/.

- 999 is the telephone number to call an ambulance in the UK
- The nearest hospital to UCL with a 24-hour A & E department is University College Hospital (UCH), 235 Euston Road, London NW1 2BU. Telephone: 0845 155 5000.
- NHS 111 Direct provides a reliable source of health information. Their services include listings of local
GPs, dentists, hospitals, pharmacies, opticians and much more. You can contact NHS 111 Direct on 111 from any landline or mobile phone free of charge or via the web http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx

Mental Wellbeing and Personal Problems
The Site Office and Wardenial staff will try to assist you with any personal problems. Should you experience personal problems you may also consult:

- Care First 0800 197 4510
- your Personal or Departmental Tutor;
- UCL Union Rights and Advice Office location: 15 Gordon Street

Your doctor can also help with a wide range of health, personal, social and emotional problems. There are also a number of external sources of help, some of which are listed below:

- London Nightline (term time only) telephone: 020 7631 0101 web: www.nightline.org.uk
- Samaritans Helpline (24 hrs) telephone: 08457 90 90 90 web: www.samaritans.org.uk
- Mind (mental health charity) telephone: 0845 766 0163 web: www.mind.org.uk
- Talk to Frank (drugs helpline) telephone: 0800 77 66 00 web: www.talktofrank.com
- Drinkline (alcohol helpline) telephone: 0800 917 8282
- London Lesbian & Gay Switchboard telephone: 020 7837 7324 web: www.llgs.org.uk

Accessibility
Students with a disability, medical condition, injury or illness, requiring disabled access or specialist items of furniture, are encouraged to contact the UCL Summer School Office as early on in the application process as reasonably possible. Unless expressly requested and subsequently confirmed by the UCL Summer School Office in writing, the rooms will not necessarily have disabled access. UCL can provide accessible rooms, subject to availability. You must inform the UCL Summer School Office if you have limited mobility or any other impairment which may affect your ability to self-evacuate your room in the event of an emergency. If you indicate that you have a disability, medical condition, injury or illness, an Additional Requirements Risk Assessment will be carried out. If you are diagnosed with a disability, medical condition, injury or illness during your stay in residence you must inform the UCL Summer School Office, so that an Accommodation Risk Assessment may be completed. Please see the section below on ‘Use of your Personal Data by UCL’ which explains how UCL will use your personal data.

Discrimination and Personal Harassment
The University continues to affirm its opposition on unfair discrimination in any form and it is in keeping with this policy to prohibit any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof. The harassment of a student, member of staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on UCL premises and the accommodation, is wholly unacceptable and will be grounds for disciplinary action, which may include expulsion or dismissal. Any incidents of this nature should be reported to the UCL Summer School Office, Site Office, Warden or the Registrar.
Use of your Personal Data by UCL

How we use your personal data is set out in broad terms in the UCL Prospective Students (Enquiries and Applicants) Privacy Notice (https://www.ucl.ac.uk/legal-services/privacy/ucl-prospective-students-enquirers-and-applicants-privacy-notice) and the UCL General Student Privacy Notice (https://www.ucl.ac.uk/legal-services/privacy/student-privacy-notice).

UCL Accommodation will use your personal data to provide accommodation for you during the time you are resident in UCL accommodation or other UCL-nominated accommodation, e.g. a third-party provider operating under a contract with UCL. It is important that you notify UCL Accommodation of a disability, medical condition, injury or illness which may have an effect on your accommodation needs.

If you have secured a place in UCL organised accommodation that is provided by a third party, then the following personal details about you will be provided by UCL to the third party, for the purpose of that third party providing, maintaining and servicing the accommodation:

I. name, check in and out dates and allocated room number; and
II. access and mobility information for any summer school students with access needs, so that appropriate arrangements and a personal emergency evacuation plan can be put in place.

Where your accommodation costs on the UCL Summer School Programme are paid for by your home university where you are regularly enrolled, UCL may also share your personal information with your home university.
Annex 3 – Cancellation Form

(Complete and return this form only if you wish to withdraw from the Contract)

To: University College London, UCL Summer School Office, Centre for Languages and International Education, 26 Bedford Way, London, WC1H 0AP

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*]/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate
Annex 4 – Surprising Terms

1. **Module Availability**

Once you have Accepted an Offer and paid the Tuition Fees, a place will be reserved for you on the Programme. However, please note that your Acceptance of an Offer or payment of Tuition Fees does not guarantee your participation on a specific Programme module. Information on the selection, offer and availability of Programme modules, and your rights to cancel your place on the Programme in the event of the unavailability of Programme modules, is set out at section 2 of Part 1 – Applications, accepting an offer from UCL and Programme modules.

2. **Student withdrawal**

Without limiting any right of UCL under these Terms or any policy, examples of some circumstances in which UCL may require that a summer school student withdraw from the Programme include:

   (a) Proven assessment irregularity; Plagiarism (http://www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism/irregularities-panel#top)

   (b) Ill Health, wellbeing or behaviour affecting your ability to engage with the Programme, or where this would put others at risk (http://www.ucl.ac.uk/srs/academic-manual/c1/support-fitness/support, Section 10.1.9)

   (c) Proven Disciplinary Offences (https://www.ucl.ac.uk/srs/academic-manual/documents/annexes_2017_18/chapter_1_annexes_17_18/Section_11_Disciplinary_Code_August_2017.pdf)

3. **Complaints that won’t be considered by UCL**

   (a) Admissions decisions

   Unsuccessful applicants may complain about an admissions decision only if they believe that the service provided through the admissions process has not met the appropriate standard or if they believe that a procedural irregularity has affected the decision.

   (b) Academic judgement

   UCL will not consider complaints that challenge academic judgement where due process has been observed.

4. **Reassessment**

Summer school students are permitted one attempt only at each assessment. Summer school students who fail to achieve a percentage mark equal to or greater than the relevant pass mark shall not be permitted to re-sit any part of the assessment, except where a student has valid Extenuating Circumstances. More detail on Extenuating Circumstances can be found in the UCL Summer School Programme Regulations, to which there is a link at paragraph 14.1.1 of Part 5 - UCL’S Student Regulations.