

ACCOMMODATION TERMS AND CONDITIONS 2025/26

Please read these Terms and Conditions carefully before applying for or accepting our offer of accommodation. These Terms and Conditions, with the room offer details, form the basis of your student accommodation contract with Royal Holloway, University of London (hereafter referred to as Royal Holloway).

These Terms and Conditions apply to all Royal Holloway owned and operated Halls accommodation and are designed to make residential life pleasant and safe for everyone. These Terms and Conditions do not apply to students living in Halls owned and managed by third party providers irrespective of whether Royal Holloway recommended that provider.

Acceptance of the offer of accommodation creates a Licence to occupy the residential premises let by Royal Holloway, which is subject to the Terms and Conditions set out below, and is not intended to create any tenancy and no relationship of landlord and tenant is created between Royal Holloway and you. At the end of the licence period granted by the Licence you will not have any right to remain in the accommodation.

All issues relating to a student's conduct shall be subject to [Royal Holloway's current Student Conduct Regulations](#).

1 ACCOMMODATION FEES

1.1 Students who are offered a room in Halls will be required to make a £300 prepayment online, during the contract acceptance process to secure their place. This payment will be put towards the first instalment of accommodation fees and £300 will be deducted from the first term's invoice. In exceptional circumstances and at the discretion of Royal Holloway, the £300 prepayment may be waived for students who accept an offer of accommodation for the 2025/26 academic year.

1.2 The prepayment will not be refunded under any circumstances except where:

- a) a student does not meet the conditions outlined in their offer to study at Royal Holloway; or
- b) a conditional offer holder who is not accepted onto their chosen programme and rejects our offer of a suitable alternative programme; or
- c) in cases where students must decline a place at Royal Holloway due to a research council's rejection of their grant application (supporting evidence to be provided); or
- d) a student's visa application has been rejected or refused (supporting evidence to be provided).

1.3 Accommodation fees are payable in three termly instalments on the dates shown in your offer of accommodation unless otherwise stated. Where payment is delayed without a reason given to and accepted by the [Student Fees team](#), a late payment charge of £50 will be levied on all fee invoices which are overdue for 14 days following the due date as per the [Student Fee Regulations](#) (section 'Student fees').

1.4 Default on accommodation fees payment of more than 30 days after the invoice due date (without prior agreement with the Student Fees team) may result in students losing their room in Halls and may also be subject to debt-recovery action.

1.5 The fees for the accommodation include all utility bills.

2 CANCELLATIONS, GIVING NOTICE (LEAVING HALLS) AND INTERRUPTION OF USE OF ACCOMMODATION

2.1 Students who accept offers of accommodation are required to accept a contract for occupancy for their full academic year, or for the remainder of that year if the offer is made during the course of the academic year. As you are making this contract online, you have the right to cancel your contract with Royal Holloway within fourteen days of acceptance of the offer of a place in Halls, providing that you do not move in to the accommodation (see clause 2.2 of these Terms and Conditions). If you cancel your contract within this period, we will refund your £300 prepayment and within seven days of you informing us that you wish to cancel, you will no longer be bound by these terms and conditions or any other term of the Agreement.

2.2 If you wish to cancel your accommodation contract after the initial fourteen days, irrespective of whether you have moved in or not, you will be liable to pay the accommodation fees for the duration of your contract, unless your financial liability is transferred to another eligible student who will move into your room, or where you are suspended, interrupted or terminated as a misconduct sanction from the University and Royal Holloway elects to waive this requirement. The eligibility criteria for contract transfers is detailed in the [Moving, Swapping Rooms and Contract Transfers 2025/26 guidance document](#).

2.3 Notice of cancellation within fourteen days of acceptance must be submitted in writing via [email to Student Accommodation](#) at Royal Holloway. If you should move into the accommodation within the fourteen days of accepting the room offer, your right to cancel does not apply as services and accommodation will already have been provided. Please see clause 2.2 above.

2.4 Any student seeking to cancel their Halls accommodation contract on medical grounds, wellbeing or financial difficulty, should contact the relevant team within Student Wellbeing or the Hall Life team in the first instance to find out more about the support available. If reasonable adjustments cannot be achieved, you can [request the cancellation of your accommodation contract](#). Submitting an accommodation cancellation request does not guarantee cancellation and each request will be considered on case-by-case basis taking into account the evidence provided.

2.5 Students who seek to cancel their accommodation contract under clause 2.4 will need to supply supporting evidence, detailing the reasons why they are seeking to cancel their accommodation contract. Once a cancellation request has been submitted, the cancellation request and evidence will be reviewed by the Student Accommodation team. An outcome will be communicated in line with the framework and process outline in the [contract cancellation guidance document](#). Students who have their cancellation request rejected have the opportunity to appeal, details of the appeal process can be found on the [contract cancellation guidance document](#).

2.6 Students seeking to cancel their Halls accommodation contract for reasons not mentioned in clause 2.1, 2.2 or 2.4 will not be permitted to do so unless they can pay the full accommodation charges for the academic year or use reasonable endeavours to transfer their financial liability to a replacement student. The eligibility criteria for contract transfers is detailed in the [Moving, Swapping Rooms and Contract Transfers 2025/26 guidance document](#).

2.7.1 Students who fail to complete enrolment or who withdraw from or interrupt their studies are no longer eligible to reside in accommodation, and are required to leave their room in Halls within 5 working days, as are students who are suspended, interrupted or terminated as a misconduct sanction.

2.7.2 For those students withdrawing or interrupting studies, a withdrawal/interruption form should be submitted to Student Administration. In all cases, settlement of any accommodation costs up to the date you

vacate your room and check out at your Halls Reception, or 28 days from the date the withdrawal/interruption form has been accepted, whichever date is later, must be made in full. If you leave but do not check out at your Halls Reception or [notify Student Accommodation](#) of your departure, you will remain financially liable for the room until the end of the termly allocation period.

2.7.3 If you complete any step of enrolment and subsequently fail to enrol, you are required to leave your room in Halls within 5 working days and check out at your Halls Reception. In all cases, settlement of any accommodation costs up to the date you vacate your room and check out at your Halls Reception, or 28 days from the latest date of enrolment, whichever date is later. If you leave but do not check out at your Halls Reception or [notify Student Accommodation](#) of your departure, you will remain financially liable for the room until the end of the termly allocation period.

2.8 New students who interrupted their studies before 13 December 2024 are eligible to apply for accommodation as a new undergraduate for the 2025/26 academic year provided, they are studying full-time at Royal Holloway and satisfy the eligibility criteria.

2.9 Students changing their mode of attendance from full-time to part-time status are not eligible to reside in Halls accommodation. In these cases, settlement of any accommodation costs up to the date you vacate your room and check out at your Halls Reception, or 28 days from the date the change in mode of attendance form is submitted, whichever date is later, must be made in full. If you leave within 28 days but do not check out at your Halls Reception or [notify Student Accommodation](#) of your departure, you will remain financially liable for the room until the end of the termly allocation period within which the 28-day period is reached.

2.10 Students who fail to progress to a full-time year of study after accepting an offer of accommodation will not be entitled to keep their room allocation.

2.11 Students leaving Halls must ensure that they check out by 10am at their Halls Reception on vacating their room. Departures recorded after 10am may incur the accommodation charge for that day.

3 ROYAL HOLLOWAY DEBTORS

3.1 Students who are existing debtors to Royal Holloway in respect of the costs of their Halls accommodation or student fees are not eligible to take up a place in Halls. Students who have outstanding debts to Royal Holloway as of 1 August prior to the new academic year may have their room offer/allocation for the new academic year revoked. Student Accommodation will contact these students informing them that they will not be allowed to take up a place in Halls.

4 ROOM MOVES AND SWAPS

4.1 Please refer to the [Moving, Swapping Rooms and Contract Transfers 2025/26 guidance document](#) for details of the procedure on room moves and swaps.

4.2 All room moves and swaps require written authorisation from the Student Accommodation team before the move or swap takes place. Students who move rooms without written authorisation from the Student Accommodation team will be required to move back to their allocated room. You can submit a request to move or swap rooms from 3 November 2025 onwards.

4.3 In exceptional circumstances, Royal Holloway may allocate and require students to move, temporarily or permanently, to an alternative study bedroom in the interests of student health, safety and well-being, to

maintain the good order of the Hall or for operational reasons. No additional rental obligation over and above the student's existing rental obligation will be incurred in these circumstances.

5 TERMINATION BY ROYAL HOLLOWAY

Royal Holloway is entitled to terminate your accommodation contract in any of the circumstances set out in this section.

5.1 Unless you have notified the Student Accommodation team in writing of your late arrival into Halls accommodation, Royal Holloway will terminate your contract for the accommodation you have accepted if you have not taken up residence within 28 days of the start of the period of stay. You will be liable to pay the accommodation fees up to and including the date we end the contract. Royal Holloway is entitled to retain any payment you have made in advance for the accommodation.

5.2 If you fail to pay your accommodation fees in accordance with the terms of your contract within 30 days of the invoice due date, Royal Holloway shall be entitled to give you 28 days' notice to terminate your accommodation contract. In the event subsequent payment in full is not received, your accommodation contract will come to an end on the expiry of the notice to terminate your accommodation contract and you will be required to vacate your accommodation on or before the expiry of that period.

5.3 If your presence could reasonably be considered to be prejudicial to the health, safety, wellbeing of yourself or others and good order in that Hall.

5.4 If you are required to give up your accommodation as a result of being issued with a Campus Exclusion and Restriction Order (CERO) or a sanction following a misconduct hearing pursuant to [Royal Holloway's Student Conduct Regulations](#).

5.4.1 in the case of minor misconduct, Royal Holloway may notify you of its intention to give not less than 28 days' notice of its intention to terminate your accommodation contract. You shall be entitled to make representations within 14 days of receipt of such notice as to why such action would be disproportionate. Having considered any such representations, if Royal Holloway reasonably considers that the contract should nevertheless be terminated, Royal Holloway shall be entitled to give you 28 days' written notice to terminate your accommodation contract at which point you will be required to vacate your accommodation on or before the expiry of that 28-day period; and

5.4.2 in the case of major misconduct or where you are required to leave your accommodation immediately under clause 19.4, Royal Holloway shall be entitled to terminate your accommodation contract with immediate effect. Written notice shall be given to you in these circumstances.

5.5 If you fail to complete enrolment within 14 days, withdraw from or interrupt your studies, or change your mode of attendance from full-time to part-time status, or fail to meet with the requirements of clause 2.10, Royal Holloway may terminate your accommodation contract by giving you not less than 28 days' written notice.

5.6 Royal Holloway shall give any notice to you under this clause in writing by email.

5.7 If Royal Holloway terminates your accommodation contract, you will remain financially liable for the costs of your accommodation in accordance with your current invoices for accommodation until the date you vacate your room and check out at your Halls Reception. If you leave within 28 days but do not check out at your Halls

Reception or [notify Student Accommodation](#) of your departure, you will remain financially liable for the room until the end of the termly allocation period within which the 28-day period is reached.

6 LEAVING THE PROPERTY

6.1 At the end of the licence period, or where Royal Holloway terminates your licence in accordance with clause 5 you must vacate your accommodation by 10am on the day of termination ensuring that your accommodation is clean, free of damage and remove from it all personal belongings, returning all keys to the accommodation and the Halls (where relevant), and checking out at your Halls Reception.

6.2 You are expected to leave the property in the same condition in which it was found; all waste and rubbish must be removed prior to your departure. A reasonable charge will be made to recover costs incurred for cleaning, waste disposal or repairing any damage caused during your occupation and departure.

6.3 If you do not vacate the accommodation in accordance with this clause, Royal Holloway may apply to court for an order for possession. Royal Holloway will seek to recover from you legal costs incurred in making that application.

6.4 If you do not remove any items or possession following vacating the accommodation you will be deemed to authorise Royal Holloway to remove and dispose of any such items and possessions. Royal Holloway has no liability for any items and possessions left behind once you have vacated.

7 TERM-TIME ONLY HALLS

7.1 Students in term-time only Halls (30-week licences) will be required to vacate and remove all belongings from their rooms and communal areas at the end of every term and sign out at the appropriate Halls Reception by 10am in the morning following the last day of term. At the start of the new term, students will normally return to the same room and can move back in checking-in at the appropriate Halls Reception from 10am the day before the next term begins. If you are required to move into a different room, you'll be notified in writing via email.

7.2 You are expected to leave the property in the same condition in which it was found. A reasonable charge will be made to recover costs incurred for cleaning or repairing any damage caused during your occupation and departure.

8 SHARED ROOMS

8.1 Students living in shared rooms will be offered individual contracts.

8.2 Royal Holloway does not undertake to offer any transfer or any release from contract to either party should they become dissatisfied with their sharing arrangement, so students accepting contracts in shared rooms should do so in the awareness that they have a responsibility to ensure the sharing arrangement proceeds successfully. The [Hall Life team](#) are able to support students in this regard.

9 DIVERSITY AND CARERS

9.1 As often as it is possible, Royal Holloway tries to ensure that the Hall population reflects the diversity of community present. Therefore, you may be sharing your Hall with students with disabilities and/or with students from different countries, faiths, beliefs and sexual orientations. The majority of our Halls are mixed sex, but we do offer the students the opportunity indicate a preference for single sex accommodation, subject to

availability. Some students with disabilities will require round-the-clock care and may have one or more carers living in separate room(s) to them, usually but not invariably in the same flat. These carers are subject to the same Hall rules as other residents and are given residence in Halls solely to enable them to fulfil their professional duties.

9.2 Students who have specific requirements for assistance with their living in Halls may have: a)

Visiting carers

- b) Carers who reside in a separate room in the Hall (usually, but not invariably, in the same flat as the student)
- c) Both of the above

9.3 Carers should understand the responsibilities of being in Halls and abide by all the appropriate Hall rules. Where possible we ask that those students being supported by carers take responsibility for the behaviour of their carers, including making them fully aware of the rules and regulations of the Halls. When it is not possible for the students to take responsibility, other arrangements should be made with the [Disability and Neurodiversity team](#) as part of the package of adjustments. Royal Holloway reserves the right to exclude a carer who is in breach of Hall rules from the Hall.

10 USE OF ACCOMMODATION

10.1 Subject to clause 9.2, Halls are licensed on the basis that the licensee is a full-time registered student at Royal Holloway and that the room will be occupied by the named licensee only. The number of occupants in Halls accommodation shall not exceed the number stipulated by the appropriate risk assessments for that accommodation. Part-time students are not eligible to occupy a place in Halls. In exceptional circumstances, such as but not limited to, cases of medical need supported by the Disability and Neurodiversity team, an exception to allow a part-time student to stay in Halls may be made.

10.2 Subletting or allowing someone other than the named licensee to utilise a room is strictly forbidden. Royal Holloway may interpret a frequent guest or someone else who has possession of your room key/student ID card as potential evidence of subletting and reserve the right to request identity verification and possible removal from Halls.

10.3 Royal Holloway reserves the right to request anyone in Halls to verify their identity upon request. Any person, including guests, declining to produce identification may be required to leave the Halls.

10.4 Rooms may only be permanently occupied by the student(s) assigned to them by the Student Accommodation team. Rooms must not be shared with an unauthorised student or guest overnight, save for as permitted in clause 11.

10.5 Pets, are not allowed in Halls. Assistance dogs including guide dogs, hearing dogs and emotional support dogs may be permitted to reside in Halls and are subject to legal exemptions under UK law. Assistance dogs will require to be licensed / registered with an internationally recognised assistance animal provider. If a student requires such an arrangement, they must contact the [Disability and Neurodiversity team](#) to ensure reasonable adjustments can be made and relevant department authorisation are received. The University reserve the right to restrict the presence of any animal in any location, including the residential communal areas, on health and safety grounds. Please see the Animals on Campus Policy for further information.

10.6 You are responsible for procuring and paying for a television licence if watching/recording programmes on a TV, computer or other mobile device as they are being broadcast or downloading to watch BBC programmes on iPlayer – live catch up or on demand. Find out if you need a TV licence on the TV licensing website.

10.7 Royal Holloway does not provide contents insurance, and students are strongly encouraged to arrange their own coverage or confirm if their belongings are included under an existing home insurance policy. Royal Holloway will not be held responsible for any items lost due to accidental damage, theft, or misuse of property.

10.8 Any student seeking to bring additional furniture to their room must obtain written consent from the Residential Facilities team. Large items of furniture (e.g. sofa chair) will not be permitted in student rooms due to fire safety management.

10.9 Room locks may not be changed or additional locks added without the express prior permission of Royal Holloway.

10.10 You agree not to use the accommodation for any other purpose than that of a private residence. It is not permitted to carry on at the accommodation any trade, profession or business without the express permission of Royal Holloway.

11 GUESTS

Royal Holloway permits students to have overnight guests. Please refer to the [Accommodation Guest Policy](#) for further details.

12 SAFETY

12.1 You must read and follow the Fire Instructions (a Fire Action Notice will be displayed in your room). Tampering with fire safety equipment, access control and warning systems (i.e. fire extinguisher, fire blanket, fire hoses and reels, heat and smoke detection equipment, door closers, fire doors, notices etc.) or maliciously setting off the alarms is a criminal offence. If necessary, Royal Holloway will refer such matters to the Police. You may also be requested to leave Halls. Under fire-safety rules students are also not permitted to burn candles, incense or otherwise expose naked flame anywhere within Halls.

12.2 You must cooperate fully with fire drills by leaving the building immediately and going to your designated Assembly Point. The fire alarm in your building is tested each week (the time and date of this weekly test is posted in the entrance to your residence). If the fire alarm sounds at any other time, or for longer than the 30 seconds, you must leave the building immediately and go to your Assembly Point. You must never ignore the alarm or think that it might be a false alarm.

12.3 You are required to ensure that you keep your room in a condition that does not cause an unnecessary risk to yourselves or others. Room inspections and planned fire safety inspections will be undertaken by the Residential team to ensure the Hall areas are not unsafe. Royal Holloway undertakes periodic planned preventative maintenance and will publicise the schedule in advance.

12.4 You must take reasonable precautions to keep the premises adequately ventilated and free from mould and other damage caused by excessive condensation.

12.5 Smoking (including e-cigarettes, vapes, etc.) is not permitted anywhere in Halls. Students should ensure they are at least five metres away from buildings when smoking outside and that cigarettes are disposed of responsibly.

12.6 Students are responsible for the safety of any electrical appliances that they bring onto Royal Holloway premises. Students must take reasonable steps to limit the wattage of electrical equipment used in their room.

to avoid unnecessary overloading of circuits and tripping the safety breaker. Any students using a plug adaptor must be fused and CE marked.

12.7 Students are permitted to bring certain UK purchased kitchen equipment to be used and stored in self-catered kitchens only, where the kitchen contains an oven and a hob. These appliances are not permitted to be stored or used in student bedrooms. For a list of permitted items, please see the [electrical equipment in Halls document](#). This equipment listed is not permitted in either Founder's or Reid catered hall pantries. The list is not exhaustive.

12.8 We encourage all students to have their electrical equipment PAT tested prior to moving into Halls to ensure safety. Any forbidden electrical items found in student rooms will be removed for safekeeping. Likewise appliances connected via inappropriate/unsafe adapters will be disconnected and removed for safekeeping - only adapters that are CE marked and 230v/240v rated are permitted in Halls.

12.9 Students should take great care not to allow non-residents to enter Halls and to keep their own room secured at all times. Day and overnight guests are permitted, provided they are signed in at your Hall reception.

13 DEFECTS AND DAMAGE

13.1 You must not deface or cause damage to Royal Holloway property. In cases of damage to or loss of Royal Holloway property (i.e. room furniture or fixtures, door keys etc.) students will be required to pay for replacements or repairs in accordance with the latest damage, repairs and replacement items tariff guide.

13.2 You must not make any alterations or permanently decorate any room or communal areas without the express written consent of Royal Holloway. This includes but is not limited to: installation of fixtures and fittings, painting, modifying or replacing furniture and installing personal equipment (e.g. surveillance devices or security cameras).

13.3 Students may also incur a fine or be required to leave Halls in the event they breach clause 13.1 or 13.2. Information about the penalties and fines can be found under Appendix 5 of the [Student Conduct Regulations](#).

13.4 Residents will be held collectively responsible for damage to communal areas of Halls if the individual(s) actually responsible for the damage cannot be identified following a reasonable investigation. In these circumstances, the charge made to recover costs incurred for cleaning or repairing damage caused during your occupation will be shared equally amongst those held collectively responsible.

14 NOISE

14.1 There is a level of noise associated with living in a communal environment, but noise can become an issue when many people live in close proximity to each other. You must not make excessive noise at any time of the day or night. In addition, there should be minimal noise audible outside the room you are in between 11pm and 8am.

If a member of Security staff (or Hall Life team) deems noise to be excessive or intrusive, the level of noise must be reduced immediately. The item creating the noise can be confiscated and further misconduct action may be taken if appropriate.

When deciding if noise is excessive, the following points will be considered:

- Has a complaint been received?
- What is the possible impact on other residents and members of the University and local community?

- What level of noise is being created and at what time of day?
- Have previous complaints been made?

To ensure that the above conditions are met, we recommend that headphones are used for listening to music and other audio output during 11pm and 8am and that residents consider their use if they wish to listen to anything at high volume at any time.

14.2 Subwoofers are not permitted to be used. You should not gather or loiter in corridors or outside Halls. There are appropriate facilities around campus for rehearsals and performances, and we expect students to make use of these. Please note that the Hall Common Rooms are for residents' use only. During examination periods stricter noise regulations may apply.

14.3 You should be considerate when closing doors and using the electronic entry system. The emergency exit green box is to be used for emergency exits only. Tampering or misuse of these constitutes a breach of fire safety regulations.

14.4 Within any large organisation there will on occasion be events, incidents or works that may cause disruption to other members of the organisation. While the University will seek to minimise these occurrences and to inform residents whenever possible, there may be times where disruption is unavoidable.

14.5 If you are living in designated quieter accommodation, you are expected to make reasonable efforts to always keep excess noise to a minimum in your room and communal areas. Any guests are also expected to comply with this guidance.

15 CLEANING

15.1 You are responsible for cleaning your own study bedroom and en suite bathrooms, associated communal areas, and for supplying your own cleaning materials such that the room remains a safe and clean space.

15.2 Students in self-catered Halls are required to regularly remove all waste/recycling from their study bedrooms and shared kitchens to the designated external waste disposal/recycling centres.

15.3 Students in catered Halls are required to regularly remove all waste/recycling from their study bedrooms and en suite bathrooms to the designated external waste disposal/recycling centres. Waste and recycling in communal pantries and shared bathrooms will be removed by the Residential team.

15.4 Room checks are undertaken on a regular basis by the Residential team to monitor levels of cleanliness and for our safety audits students must allow authorised staff regular access. Reasonable charges may be levied by the Hall Life Team or the Residential Team if a room is found to be consistently below the required standard of cleanliness to cover the costs of cleaning, making the room safe, repairing damage and/or to replace items.

15.5 Rooms and communal areas must be left in the same condition as found on the move-in day. All personal possessions and unwanted items must be removed when you vacate Halls. A fee may be imposed if rooms and associated areas are not left clear and clean.

16 RIGHT TO ENTER

16.1 Royal Holloway reserves the right to enter your allocated room and/or shared facilities with reasonable notice, or in an emergency situation without notice, to conduct relevant investigations or inspections for the

management of its properties, or if there is concern about illegal activities being conducted or about student safety. Please note that the Halls are covered by the [UUK Student Accommodation Code](#).

16.2 In the event that you have reported a maintenance issue in your room, authorised Royal Holloway personnel will need to access it. Should you not be in your room when they call, they will enter using their signed-out pass keys. Royal Holloway will take the request for works as permission to enter the room. Our staff all carry ID cards. Royal Holloway contractors will wear uniform and carry a contractor pass.

16.3 Students wishing someone else to enter their room to collect an item on their behalf, must send written permission to the relevant Halls Reception with plenty of notice. The relevant person must have photographic identification. They will be accompanied to the room with a member of staff and be supervised (they will not be given a key). Royal Holloway cannot take any responsibility for any items damaged or missing and third party entrance is at the risk of the student giving the permission to enter.

17 BUILDING WORKS, PROJECTS AND ROYAL HOLLOWAY EVENTS

17.1 Royal Holloway reserves the right to undertake rolling refurbishments or works of maintenance and/or construction. Such programmes may lead to some inconvenience or noise disturbance during normal working hours in adjacent properties, and this may affect the premises.

17.2 Royal Holloway will use reasonable endeavours to keep residents informed in advance of any major works likely to affect them.

17.3 Royal Holloway may require students to move, temporarily or permanently, to an alternative study bedroom in order to facilitate the undertaking of works programmes under clause 17.1. No additional rental obligation over and above the student's existing rental obligation will be incurred in these circumstances.

17.4 Royal Holloway will organise and host events across the campus throughout the year which may change traffic and pedestrian access to some buildings and areas on our sites. Events hosted on campus near accommodation such as the Annual Students' Union Summer Ball, will involve amplified music being played after the 11pm no-noise deadline. Notice of the exact dates and times of any planned events will be communicated to all those residents affected in advance.

18 PARKING

18.1 Students in accommodation on the main campus are not permitted to bring motor vehicles to Royal Holloway or the local area (irrespective of whether they park them on campus or locally. Please refer to Royal Holloway's [Traffic and Car Parking Policy](#)).

19 ROYAL HOLLOWAY RULES AND REGULATIONS

19.1 Royal Holloway's [Regulations and Procedures](#) for students are available online. All students moving into Halls should familiarise themselves with the [Living in Halls guide](#) and specific information about their Halls accommodation along with other Royal Holloway regulations and policies.

19.2 Further to the Student Contract, students must comply with all the relevant Royal Holloway Regulations. Any violation in Halls of the Student Misconduct Regulations concerning anti-social behaviour (especially but not exclusively around violence, harassment, theft, illegal drug use, use of new psychoactive substances, severe nuisance and safety related offences) will result in misconduct action and may result in your removal

from Halls in accordance with clause 5 of these Terms and Conditions. Student who have concerns about illegal activities should report their concerns to Royal Holloway Security.

19.3 Students who have been issued a CERO (as described in clause 5) or who have been sanctioned for breaches of [Royal Holloway's Student Conduct Regulations](#) may be removed from Halls and may not be eligible to take up a future place in Halls. Where a sanctioned student is permitted to apply for Halls accommodation, the subsequent room offer may take into account information from previous conduct proceedings. Students who have been requested to leave Halls and who are excluded from campus as part of a misconduct (minor or major) process will not be eligible at any time. Student Accommodation will contact these students informing them that they will not be allowed to take up a place in Halls.

19.4 Royal Holloway reserves the right to require a student to cease living in Halls immediately if their presence could reasonably be considered to be prejudicial to the health, safety or wellbeing of others and good order in that Hall.

19.5 All Royal Holloway Regulations can be [accessed online](#). The Hall Life Team including Duty Officers and Assistants oversee social, welfare and conduct issues in Halls, and are available to students at regular times (visit the Living in Halls Guide for information on Opening Hours). For breaches of Hall Rules the Hall Life Team has the power to levy fines and/or instigate bans from Halls accommodation. If the issue represents a serious breach of Royal Holloway rules (the Student Conduct Regulations), as well as Hall rules (the Terms and Conditions in this document), the matter may be treated as a Royal Holloway Student Misconduct issue. In such cases, in addition to a possible requirement to leave Halls and/or exclusion from residential areas, the student may face a review of their registration at Royal Holloway.

20. ROYAL HOLLOWAY'S OBLIGATIONS

20.1 During the period of residence within the accommodation, Royal Holloway will provide the services and facilities set out below. We will not be liable, however, for any failure or interruption to any services or facilities, or for any loss arising from such failure or interruption if the failure or interruption is due to reasons outside our control (unless the failure is caused by our negligence). Reasons outside our control would include, for example, mechanical breakdown, failure, malfunction, shortages of fuel or materials or labour disputes, student action or from any necessary maintenance, repair, replacement, renewal, servicing, inspection or testing of the systems used to provide the services.

The University will

20.2 Make sure that the structure and exterior of the Halls are kept repaired.

20.3 Keep the building grounds tidy and, as far as is reasonably practicable, free from waste or litter.

20.4 Keep the footpaths in the building grounds in repair and, as far as is reasonably practicable free from obstruction.

20.5 Make sure the room is ready for occupation.

20.6 Provide adequate bathroom, toilet and shower facilities in Halls and make sure that they are kept repaired and in working order.

20.7 Depending upon the type of the room these facilities will be either, shared with other students or en-suite.

20.8 In the shared kitchens, provide and maintain in working order facilities for the preparation, cooking and storage, including cold storage, of food as dictated by the local HMO guidelines.

20.9 Ensure all fixtures and fittings for water, gas, electricity, space and water heating in the Halls are kept repaired and in working order.

20.10 Provide an adequate supply of hot water for domestic use.

20.11 Provide reasonably adequate heat to the radiators during the period of residence. This will mean that the heating will not be on all the time and may be turned off during specific periods; for example summer.

20.12 Provide the residence with fixtures, fittings, furniture and equipment as detailed on the [accommodation webpages](#). Subject to you notifying us of any loss or repairs required will, within a reasonable period of time, repair or replace (where necessary) items (except where the loss, breakage or damage is attributable to you or your guests).

20.13 Provide refuse and recycling bins (including repairing and replacing them when necessary) in the shared areas of the residence and grounds and arrange for disposal of refuse from the bin areas.

20.14 Ensure that the communal areas are kept repaired and cleaned.

20.15 Ensure that the fire-fighting equipment in any shared areas of the residence, the communal areas or any other part of the building are kept repaired and in working order.

20.16 Where there is no washing machine provided in the residence arrange for an external company to provide and maintain facilities for the washing and drying of clothes, for which there will be a separate charge levied by the external company at the point of use.

20.17 Provide a basic internet provision within the Residence which is managed in house.

20.18 Provide cleaning of the communal area in your accommodation once a week through the period of residence.

21. GENERAL

Notwithstanding any other provisions of this accommodation contract the following shall also apply:

21.1 Royal Holloway may take any action that is required by, or as a consequence of, any proposals, recommendations, guidance or legislation issued by a local or national authority desirable in the interests of good estate management for example during a lockdown to deal with a pandemic restriction or other equivalent circumstance. Students must adhere to any additional regulations issue at these times.

21.2 In addition to clause 20.1 and to the provisions of this Agreement, Royal Holloway may provide any other service or amenity that the Royal Holloway may in its absolute discretion think fit to provide for the benefit of the Halls accommodation.

21.3 If you are unhappy with any decision we make when exercising our rights under this Agreement, you may submit a formal complaint via the [Student Complaints Procedure](#).

Version No.	3
Approved by:	Residential Steering Group

Date:

30/09/2025