

## DEANSHALL CROSSES GREEN TERMS AND CONDITIONS

Please read this document carefully and ensure that you understand the terms and conditions

### General Information – Academic Term

1. Each on-line application will be "approved". This is not a confirmed booking; rather it is an acknowledgement that an application has been submitted successfully. *Deposit must be paid when making the initial application.*
2. Rooms cannot be booked without receipt of booking deposit. DeansHall will send a written confirmation when room is confirmed.
3. If all places are filled in the interim, DeansHall is not obliged to provide accommodation.
4. Applications are processed on a strictly "first come, first served" basis.
5. Please note that this is an application for accommodation and not a Licence agreement. DeansHall reserves the right to decline an application.
6. Management reserves the right to refill any vacant beds as they see fit.
7. If a student is over 18 the licence is between the student and DeansHall and not between the parent or guardian and DeansHall. Any issues arising the student must make contact with DeansHall rather than asking their parent or guardian to do so. If DeansHall deems any incident as serious they reserve the right to contact the resident's parents/ guardians and/or the attending college or university.
8. If a student is under 18 then the licence must be signed by a parent or guardian. If there are any issues arising then DeansHall will contact the parent/guardian.
9. Payment of Booking Deposit can be made online by credit or debit card and we also accept cash, Bank draft/ Postal order. Accommodation fees can be paid online by credit card only due to daily limits placed on debit cards by banks - This is outside of our control. Accommodation fees can be made at time of booking or later via the student portal. Alternatively accommodation fees can also be paid by credit transfer, postal order/ bank draft or cash. Please contact reception for further details. Please allow 24 hours for payments online to process through our systems. We accept Visa, Visa Debit or Mastercard – We do not accept American Express or Maestro.
10. DeansHall Car Park is PRIVATE. Car parking spaces are NOT included in accommodation charges. Subject to availability, an additional charge applies for parking at DeansHall. Please note, there is no resident or visitor parking at DeansHall. Only residents who have paid for parking are permitted to use the car park. Please do not ask for weekly, daily or hourly parking rates as it is not available under any circumstances. Car parking is available at St Finbarres Car Park located on Lancaster Quay nearby or at any public car park in Cork City.
11. The Electricity Supply Company issue bills to DeansHall Apartments every month or 2 months depending on date of issue by electricity supplier; payments due will be divided amongst all the residents in the apartment and then deducted from the deposit and paid. Each apartment will receive a copy of the bill, for personal records only, showing the breakdown of deductions. Please note that we do not set the electricity charges nor do we have any control over the resident's usage of electricity.
12. The Booking deposit will be held as a security deposit and will be refunded to residents within 8 weeks from date of departure subject to apartment inspection and fines/charges for damage issued during the academic year. The apartment and contents must be left in a satisfactory condition.
13. Any query regarding refund deposits must be done via email or in writing for record purposes and will not be dealt with by phone.
14. Please note before booking that whilst every effort will be made to give applicants their preferred accommodation choice, no guarantee can be given on the room, room location, apartment or profile of fellow residents.
15. We have two separate complexes *DeansHall Crosses Green* and *DeansHall Bishopstown* please ensure that you have applied to the DeansHall of your choice as we cannot accommodate transfer.
16. DeansHall reserves the right to refuse applications.
17. Terms and conditions are subject to change.
18. DeansHall Reception opening hours are 9am – 5.30pm Monday – Friday. Reception may open on a Sunday during the month of September to accommodate check-ins. Please contact reception nearer to the time to confirm. Please note that we cannot accommodate out of office hours check-in.
19. Residents provide their own bed linen. *Please do not bring your own mattress protector as you will be charged regardless. At the end of the License, it is imperative that you remove the mattress protector from the bed on departure and dispose of as you see fit.* Quits and pillows are available at a cost and must be ordered in advance of moving in.
20. All rooms are for single occupancy only.

## ADDITIONAL TERMS AND CONDITIONS

1. A Booking Deposit (please see charges on our website) is required to reserve a room at DeansHall. 50% of the booking deposit counts as a Cancellation Charge (please see our website for cancellation dates). Cancellation must be made via email [bookings@deanshall.com](mailto:bookings@deanshall.com) before 12 midnight on the date given as per our website. After the cutoff date as per our website, the full Booking Deposit is non-refundable. The Booking Deposit cannot be refunded if a resident moves into DeansHall and then leaves before the end of the Licence Agreement. Booking deposit will be held as a Security Deposit and will be refunded to residents within 8 weeks after the departure date, subject to Apartment Inspection. The apartment and contents must be left in a satisfactory condition.
2. The outstanding accommodation fees, electricity deposit and a service charge must be paid by the dates outlined as per our website otherwise it will result of your booking being cancelled. The Contract agreement will be emailed early August and must be signed by the resident. If under the age of 18years the contract must be signed by both the resident and guardian. The guarantor section must be filled in by all residents and guardians regardless of age and returned prior to arrival. Keys will not be issued without a fully signed licence agreement & passport photos on file.
3. If paying in installments please make yourself aware of the due dates which are outlined on our website, please contact reception if you require clarification on these dates as a Late Fee will apply if charges are not paid by the set due dates, if monies have not been received DeansHall reserves the right to invalidate the application or terminate the licence agreement by issuing a notice to quit to the resident. Payments can be made by Postal order/ Bank draft in Euro, payable to DeansHall Crosses Green. We accept Credit Transfer or Swift Transfer, please contact DeansHall Administration Office or email us for details at [bookings@deanshall.com](mailto:bookings@deanshall.com). Please ensure to add your name as reference when carrying out credit or swift transfer. Cash is payable at DeansHall Reception ONLY.
4. All residents are responsible for accommodation fees for the full duration of the Licence. If a resident wishes to cancel during the Licence Agreement they will not be refunded their deposit or accommodation fee. The balance of the accommodation fees can only be refunded if the resident finds an alternative, suitable resident to take over the room. If the room is empty, liability for the accommodation fees remains the responsibility of the person on the Licence Agreement until the licence terminates. Security deposits are non-refundable if agreements are cancelled.
5. The Deluxe Room Supplement MUST be paid along with the accommodation fee for the first installment and Electricity deposit and Service Charge. As demand is very high for Deluxe Rooms, bookings cannot be processed if the deluxe supplement is not paid in full. Service charges is non-refundable and cover costs for TV license, refuse & water charges.
6. It is the responsibility of the resident to ensure that they have provided the correct contact details for next of kin/parent/guardian in the event of an emergency as DeansHall cannot be held responsible for failure to contact next of kin/parent or guardian if the contact details given are incorrect. It is the responsibility of the resident to inform DeansHall any medical condition that they may have.
7. **Once you receive your Student Portal Login details by email, it is imperative that you fill in the correct Bank details at time of online application in order to refund deposits within 8 weeks of departure date. Failure to furnish us with this information will result in no refund at the end of the Academic year.**
8. Late Fee Charge: Please note there will be a late fee charge for any accommodation fees that are not received on the due dates – no exceptions will be made.

