

## 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. The Guarantor provides additional security to the Landlord should the Tenant fail to pay the Rent and/or observe and perform the covenants set out in the Tenancy/Licence Agreement.
10. The Guarantor covenants are separate and independent primary obligations to fully indemnify the Landlord against any failure by the Tenant to pay the Rent and/or to observe or perform any of the covenants under this Tenancy/Licence Agreement.
11. Payment of Booking Deposit can be made online by credit or debit card. 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.
12. Monthly rent payments must be made on the fixed due dates to which they apply. Where payments have not been made on the due date, the account will be considered to be in arrears and late fee will be applied and the minimum termination notice will be issued to the student.
13. Students opting for Monthly rent option will be required to pay a Security Deposit (fee paid on booking), 1 Month Rental Deposit PLUS 1 Months' Rent in advance (amount subject to room type booked) of the License start date and an Electricity Deposit.
14. Please note: Monthly payment option must be done by Standing Order ONLY. Proof of method setup is required to be sent to Management upon option request. Any student obtaining this payment option will be required to assign a Guarantor.
15. 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 non-paying 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 fees are non-refundable.

Once the accommodation booking is confirmed by DeansHall, students can register their interest for parking by emailing reception in advance of the license commencement date. Student's will be contacted during the summer season if successful or not regarding a car parking space. Successful applicants will be required to pay the applicable parking charge for the academic year with the first rent instalment along with submitting the necessary paperwork. Unsuccessful applicants will be put on a waiting list, if availability arises at any stage during the academic term, the student will be contacted by DeansHall staff. We strongly urge you to seek an alternative to parking in DeansHall as we cannot guarantee the availability of a parking space for all interested parties. Should an unsuccessful student not get a parking space offer and decide to cancel their accommodation, our cancellation policy still applies. Car parking is available at St Finbarres Car Park located on Lancaster Quay nearby or at any public car park in Cork City.

16. 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.
17. Any query regarding refund deposits must be done via email or in writing for record purposes and will not be dealt with by phone.
18. 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.
19. 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.
20. DeansHall reserves the right to refuse applications.
21. Terms and conditions are subject to change.
22. Please enquire within for DeansHall Reception opening hours. 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.
23. 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.*
24. Quits and pillows are available at a cost and must be ordered in advance of moving in.
25. 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 [info@deanshall.com](mailto:info@deanshall.com) by the date and time given as per our website. After the cutoff date as per our website, the full Booking Deposit is non-refundable. Should a student wish to terminate their stay earlier than the license end date, the Booking Deposit is subject for refund if Management receive the sufficient minimum Termination Notice in writing. 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. An Electricity Deposit of €450.00 is due with the Accommodation Fees to cover the Licensee's share of electricity charges for the duration of the term set out in this Licence Agreement. Meter reads are submitted by DeansHall to the Electricity Supply Company (the "Supplier") at the start and at the end of the License Agreement dates. Meters are also read by the Supplier during the academic year when or how often this occurs is at the discretion of the Supplier. Several bills are estimated and, again, the frequency of these estimated bills is at the discretion of the Supplier and is not controlled by DeansHall. The Electricity Supply Company issues bills to DeansHall Apartments every two months. The date of issue of these bills is decided by the electricity Supplier; payment due for the billing period is divided by the number of current licensed residents holding a Licence Agreement in an apartment and following the issuing of the bill from the Supplier an equal share is deducted from the Electricity deposit of each Licensee and paid to the Supplier. The amount taken from your deposit is visible on the financial section of the student portal and a copy of your bill is available from reception. Please note that the cost of electricity is divided by the number of licensees in an apartment holding a valid and subsisting Licence Agreement whether they are ordinarily in occupation or not during the period of the Licence Agreement and is not divided by the number of rooms in an apartment. If any licensee cancels their Licence Agreement between electricity bills, they will nonetheless be charged for electricity up to and including their departure date. Any licensee who leaves before the end of the Licence Agreement and provides a minimum 28 days' notice as per terms set out in this Agreement can request a copy of the meter reads on the last day of their 28 days' notice. If the room remains vacant, the Licensor will notify the remaining licensees of the departure and confirm that from the date of notification the costs of electricity will reflect the usage of the remaining licensees and the bill will be divided equally among the remaining licensees. The remaining licensees will be notified to the email address we have on file for you for all correspondence. Each apartment receives a copy of the bill in their pigeonhole in reception showing the breakdown of charges. It is advisable to take note as to whether the bill issued is an estimated bill or a read meter bill for your own reference. We remain at the disposition of all licensees for any questions they may have pertaining to their electricity bill.

Please note that we do not set the electricity tariff nor do we have any control over a licenced resident's usage of electricity.

Keys to the accommodation cannot be issued until the electricity supply deposit is paid in full.

Any credit remaining from the Electricity Deposit will be refunded with the Security Deposit refund, normally within eight weeks from your end of licence agreement departure date/ end of 28 days' notice unless there are outstanding fines, rent due or damage to the apartment.

Please note that the bills are monitored by DeansHall administration but the responsibility of the electricity usage within an apartment lies solely with the licensee. DeansHall is not responsible for any misuse/overuse of electricity by licenced residents and strongly recommends that all licensees in an apartment discuss usage at the beginning of the academic year. All licenced residents in an apartment will be notified if their bill is above average.

N.B Top Up Deposits may be requested from each licensee in an apartment if, after calculation, DeansHall deem that the balance of the Electricity Deposit in place will not suffice to cover future bills.

The Licensee is liable to pay their share of electricity charges up to and including the end date of their Licence Agreement or 28 days' notice period, whether they are ordinarily in occupation or not.

3. 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 license agreement will be posted to the address on the system that was submitted on booking once application has been processed by Management. Should the address change during the student booking, it is the student's responsibility to update DeansHall. The license agreement must be read and signed by the resident and guarantor/guardian before arrival. If under the age of 18years the agreement 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. Aswell as the license agreement, the guarantor will be required to submit an email prior to the student's check-in stating their commitment to act as guarantor and fully understand the responsibility to act as guarantor.
4. If paying in installments please make yourself aware of the due dates which are outlined on our website/ student portal, 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 [info@deanshall.com](mailto:info@deanshall.com). Please ensure to add your name as reference when carrying out credit or swift transfer. Cash is payable at DeansHall Reception ONLY. Monthly rent payment option is only accepted in Standing Order format.
5. 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 need to furnish Management with the minimum Termination Notice of 28 days. Notice will need to be made in writing.
  - A. Management can provide a minimum of 28 days' notice\* to end a tenancy agreement with a student tenant.
  - B. *\*(Note: Students can be given 7 days' notice in serious cases involving dangerous behaviour including where there is a threat to life or a threat to the fabric of the dwelling.*
6. 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.
7. Service charges are non-refundable and cover costs for TV license, refuse & water charges.
8. It is the responsibility of the resident to ensure that they have provided the correct contact details for next of kin/parent/guardian/guarantor in the event of an emergency as DeansHall cannot be held responsible for failure to contact next of kin/parent or guardian/guarantor if the contact details given are incorrect. It is the responsibility of the resident to inform DeansHall any medical condition that they may have.
9. 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.

10. 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. The weekly additional fee is €30.00 per week.
11. Any letters required to be posted to a student or guardian/ guarantor will be charged a €30.00 fee per letter.