



Queen Alexandras House Association

Licence Agreement 2026 / 2027

Contents

Accommodation Licence Agreement and Residents Terms and Conditions 2026 / 2027	3
Conditions of Residence	3
Application Process:	3
Scheduled Building Works Lift Replacement	4
Moving In During Lift Replacement	4
Deposit Payments	4
Accommodation Payments	4
QAH Accommodation Bursary	5
Eligibility for Bursaries	5
Imperial College London	5
The Royal College of Art	5
The Royal College of Music	6
Conduct and Behaviour	6
Electrical Safety	6
Cleaning & Cooking	6
Day Guests, Over Night Guests & Subletting	7
Catering	7
Accommodation Procedures	8
Arrivals	8
Requests we cannot Accommodate	8
Payment Schedules, Key Dates and Timescales	9
Licence Agreement Terms & Conditions.....	10
1. Agreement	10
2. Your Accommodation Licence Agreement	10
3. Deposits.....	12
4. The Licence Fee	12
5. Cancellation Policy.....	12
6. Early Termination of the Licence by QAH	13
7. Early Termination of the Licence Agreement by the Resident	13
8. Administrative Charges.....	14
9. QAH Accommodation includes the following in the Licence fee.	14
10. Conditions of Residence	16
11. Health	18
12. Inventory, Defects & Damages	19

13.	Communal Areas and Cleaning	19
14.	Use of Accommodation	19
15.	Insurance	20
16.	General Conduct	20
17.	Security, Keys and Access	22
18.	Your Responsibility & Damages.....	23
19.	Other Accommodation Conditions	23
20.	End of Licence Term	24
21.	Conduct & Disciplinary	24
22.	Appeals Procedure.....	24
23.	Complaints	25
24.	Personal Data Usage Information	Error! Bookmark not defined.
	Schedule 1.....	26
	Schedule 2.....	28
	Schedule 3.....	29

Accommodation Licence Agreement and Residents Terms and Conditions 2026 / 2027

Welcome to Queen Alexandra's House Association (QAH). QAH strive to provide a welcoming, safe, secure and comfortable accommodation IN South Kensington. QAH grants preference to first year undergraduates and those residents currently residing at QAH. We are committed to assist and support your needs, providing a friendly environment for all residents, staff and visitors.

This agreement is an Accommodation Licence Agreement at QAH and when accepted by you the Resident, you will be agreeing to comply with legally binding obligations including the payment of the relevant accommodation fees in full and to abide by the terms and conditions set out in this Licence Agreement for the period of the Licence Agreement.

You should therefore read the terms and conditions of this Licence Agreement carefully before accepting the offer of accommodation.

You may only personally sign this Licence Agreement if you are 18 years of age or over. If you are under the age of 18 at the time of application, this Licence Agreement must be signed by your parent or legal guardian.

All residents must be 18 years or over when checking-in on **Sunday 30 August 2026**.

By accepting this licence agreement, you agree to have read and comply with the terms set out.

QAH Association's contract is directly held with the resident and not a parent or guardian. QAH is therefore not obliged to engage in any communication with parents or guardians via email or telephone or any other line of communication.

When you sign this licence agreement you are also agreeing to abide by the terms and conditions of the licence agreement and any other notices set out by QAH Association.

If there is anything You do not understand or if You have any other queries relating to this licence agreement, please contact the General Manager at QAH Association at info@queenalex.com.

You should make sure you familiarise yourself with all the information set out in this document's terms and conditions, but we particularly want to draw your attention to our conditions of residence and Code of Conduct. ([hyperlink code of conduct](#)).

Conditions of Residence

Application Process:

QAH grants preference to first year undergraduates and current residents residing at QAH.

Residents must be studying full time at either The Royal College of Music, Imperial College London or The Royal College of Arts to apply for accommodation at QAH Association.

QAH offer Imperial, The Royal College of Music and The Royal College of Art students the option to apply to stay, with this in mind we allocate each university the same number of spaces (36 spaces each) once we have reached this quota per university people will be placed on a waitlist, if rooms are still available by 1 June 2026 we will offer to those on the waitlist and those studying at other institutions.

Residents must fill in all details on the enquiry / application form and sign where required and to send over a copy of an acceptance letter from their university, and a passport photo to proceed with their application. If these are not received the Residence Team will not consider your application.

Residents must be 18 years of age at the start of their stay at QAH.

When applying all residents must disclose any medical, dietary, disability or special requirements that they may have.

Within the first 24 hours, you are also required to familiarise yourself with Fire Emergency Procedures, which are displayed in your bedroom.

Scheduled Building Works Lift Replacement

At the commencement of the 2026/2027 academic year, QAH will be undertaking the replacement of the lift. This essential work is expected to take approximately 16 weeks to complete. During this period, the lift will be out of operation and unavailable for use by residents.

Moving In During Lift Replacement

All residents moving into QAH while the lift is out of action will be responsible for managing their own belongings. You will need to carry all items, including suitcases and boxes, up the stairs to your allocated room. Please ensure that you pack your belongings in a way that allows you to carry them easily and safely.

QAH staff will not be able to assist with moving items during this time.

Deposit Payments

Residents are required to make the deposit payment within 48 hours of receiving their acceptance letter.

Residents making payment from overseas need to refer to Handelsbanken website www.handelsbanken.co.uk for list of restricted countries from which payments cannot be accepted.

Residents making payment from overseas are responsible for any exchange rates and / or bank charges which may be applied.

Deposit payment of £500 must include the correct Deposit Reference, which is indicated on your acceptance letter, failure to use the correct reference or make payment into the wrong account a £15.00 charge will be applied.

The Deposit will be held in accordance with the licence Agreement and maybe drawn upon in any of the following circumstances (please note that this list is not exhaustive):

- a. To remove any waste left in the Room
- b. To replace or repair the door lock and / or keys
- c. To replace or repair any fixtures, or fittings in the Room
- d. To replace or repair any of the Room items and / or furniture that have been damaged or removed from the Room
- e. To clean the Room of any hair or bodily fluids
- f. To clean the wash basin in the Room and remove any build-up of limescale/dirt,
- g. To repaint the Room
- h. To clean any fixture or fittings
- i. To clean the carpets
- j. To clean windows and mirrors
- k. To cover any outstanding licence fees or invoices

Accommodation Payments

Residents are required to make their accommodation payments on or before the dates stated on or before the dates listed in this licence agreement.

Accommodation payments must include the correct Payment Refence, which is indicated on your acceptance letter. Failure to use the correct reference will incur a £15.00 charge.

Residents making payment from overseas need to refer to Handelsbanken website www.handelsbanken.co.uk for list of restricted countries from which payments cannot be accepted from.

Residents making payment from overseas are responsible for any exchange rates and / or bank charges which may be applied.

QAH Accommodation Bursary

QAH offer the Universities below, 5 x £1000 per year per university, to provide QAH Residents with accommodation bursaries, should financial hardship be experienced.

- Imperial College London
- Royal College of Art
- The Royal College of Music

QAH do not get involved in the universities' decision-making process on how the funds are allocated and how much are awarded to QAH Residents.

Any bursaries awarded to residents will be applied to the Summer Term Fees only.

Eligibility for Bursaries

Prospective and current students who are residing / wish to apply to stay at Queen Alexandra's House who are in hardship.

Applicants must hold an offer to study on a full-time course at either Royal College of Music, Royal College of Art and Imperial College London only maybe considered for the accommodation bursary.

By applying for a QAH Bursary you are giving permission for Royal College of Music, Royal College of Art and Imperial College London to share your name back to QAH as being in financial need.

If you wish to apply for the QAH Accommodation Bursary, you can do so as follows:

Imperial College London

Applications can be made by emailing the Student Financial Support Team at Imperial College via scholarships@imperial.ac.uk.

Residents applying will need to provide a concise narrative of financial need including any changes in circumstances since the start of the academic year which may have caused a financial gap.

This will then be reviewed by the Student Financial Support team, who will aim to process applications within 2 weeks of receipt.

Residents can also apply to Imperial College's [Student Support Fund](#) if there is a greater financial need, but this is not necessary in applying for the £1,000.00 accommodation bursary.

The Royal College of Art

Applications can be made to the RCA's [Materials Fund](#) - under the Supporting Statements section of the application form.

Applicants should clearly mark 'QAH Accommodation Bursary' at the top of their statement and share a concise narrative of financial need. It is not necessary for QAH Accommodation Bursary applicants to list approximate costs for course materials/project-related travel.

The assessment panel meets weekly during term time and aims to process applications and share outcomes within two weeks of receipt.

Any queries should be directed to scholarships@rca.ac.uk

The Royal College of Music

Applications can be made through the RCM's Hardship Fund process. The online application form can be accessed by students via the [Student Services Learn pages](#) or by emailing studentservices@rcm.ac.uk.

Residents applying will need to provide a concise narrative of financial need and supporting evidence, where possible. This will then be reviewed by RCM who will decide. They will aim to process applications within 2 weeks of receipt.

Any queries should be directed to studentservices@rcm.ac.uk

Conduct and Behaviour

You will be expected to behave in a manner that shows respect to your fellow residents, visitors, staff, and contractors as well as the building you live in and its contents.

You will be expected to comply with QAH policies. Our policies can be updated at any time, and you should ensure that you check these regularly.

You will be expected to attend a compulsory Welcome Meeting within the first week of moving into QAH. Failure to do so will result in disciplinary action.

QAH will carry out compulsory room inspections every term to ensure all H&S requirements, policies and procedures are being met by residents.

Electrical Safety

All electrical equipment must be fitted with a UK plug and must carry the UKAE or CE mark. All equipment must be kept in a safe condition.

QAH can request to PAT Test any electrical items that we are concerned about. QAH will have the right to confiscate any items that are not UKAE or CE compliant or that fail the PAT Testing.

Cleaning & Cooking

You are responsible for keeping your accommodation in a clean and tidy state.

You are responsible for cleaning the communal kitchen after use including washing and drying all cutlery, crockery, glassware, pots & pan and utensils used and wiping down any spillages on all surfaces.

You are not to leave any cooking unattended at any time, this includes using any electronic cooking devices.

Residents are to provide their own cutlery, crockery, frying pans, saucepans and any other non-electrical cooking equipment that they may require.

QAH provide a toaster, kettle, air fryer, rice cooker and smoothie maker only in each communal kitchen.

No other electrical equipment is permitted in the communal kitchens, any items found will be confiscated and residents will be subject to disciplinary action as per the Residents Disciplinary Policy.

If You see a resident leave their cooking unattended, please notify reception. Any resident caught leaving cooking unattended will be subject to disciplinary action as per the Residents Disciplinary Policy.

You are responsible for cleaning toilet basins after use to ensure that any waste is not visible for the next person to use.

You are responsible for keeping your wash basin in your room clean and free from limescale.

QAH staff provide a daily clean of all communal areas only, except for the communal kitchens which residents are responsible for cleaning. Please note that during public holidays QAH will not provide cleaning services.

Day Guests, Over Night Guests & Subletting

You are always responsible for the conduct of your guest and ensure that they show consideration to all residents at QAH as per the QAH Guest Policy 2026 / 2027.

You accept responsibility for the actions and behaviour of your visitors, including any damage they cause.

Guests can join residents in the dining room for mealtimes however they are not entitled to the meals served, these are reserved only for residents.

Overnight guests are not permitted to stay in your room at QAH or anywhere else in the Building after Midnight.

Visiting hours – Monday to Sunday 10:00 to 00:00 (midnight).

If you wish to have a visitor aged 18 years or over to stay overnight at QAH in the guest room you must hand in your request to Reception at least 48 hours in advance, the guest will be required to pay £70 per night to stay at QAH which includes breakfast only. Please note that the guest room is in the main part of the house which is a female only residence.

If you wish to have a visitor aged 18 years or over to stay overnight at QAH in the guest apartment you must hand in your request to Reception at least 1 week in advance, the guest will be required to pay £160 per night to stay at QAH. The guest apartment can sleep up to 3 people (the 3rd person at an additional charge of £50 per night). The guest's apartment is on a room only basis and has no access to the main house. If you require access to the main house, you will have to enter via the main entrance and be signed in to the house by a resident.

QAH reserves the right to refuse admission to any non-resident and/or to require any non-resident to leave the accommodation.

Do not allow uninvited strangers to enter QAH. Do not allow anyone you do not know to follow you into the House and do not leave any external doors open.

You must not allow anyone to stay in your room or building when you are not with them, we may take disciplinary action against you that could result in you leaving your accommodation.

You must not sublet your room when you are away from QAH, we may take disciplinary action against you that could result in you leaving your accommodation.

Catering

QAH is a catered residence, we do not offer a self-catered option.

QAH provides up to 12 meals a week as detailed in clause 4.2 of this licence agreement.

QAH does not provide catering for those on a vegan, dairy free and/or gluten-free diets, nut allergies / personal preference and / or choices on selected meat / fish / vegetables / fruit etc or those with severe food allergies as per clause 9.3.1 of this licence agreement.

Mealtimes are sets as detailed in clause 9.2 of this licence agreement and QAH are not responsible for changing the times to suit your personal preferences, classes or social activities and events.

Accommodation Procedures

Arrivals

QAH opens for check-in from 3pm on Sunday, 30 August 2026. QAH will send you an email in our pre-arrival information asking you to confirm your expected arrival date and time, this helps our team to ensure that you can check in quickly and efficiently.

Upon arrival you must check in at Reception. As part of our check in procedures, you will be required to:

- a. Provide a valid form of identification
- b. Ensure that all payments have been made
- c. Accept your room keys
- d. Complete all arrivals forms, emergency contact information and room inventory
- e. Check-in takes around 10-15 minutes

Requests we cannot Accommodate

- a. Any condition that requires staff intervention.
- b. QAH are not responsible for arranging compulsory meetings times to accommodate classes or social events.
- c. Personal preferences for a room type or location which are not based on a health, welfare or mobility reason.
- d. Rooms on a particular floor, room number, style of furniture, south or north, east, west etc facing, room that gets maximum sunlight, number of windows in the room, this list isn't limited to the above.
- e. Room next to friends.
- f. Designated quiet accommodation.
- g. Specialist desk / chairs or any other style, size and shape of furniture.
- h. Alcohol free accommodation.
- i. Personal financial circumstances.
- j. Shipping items prior to check in.
- k. Early / late check in times.
- l. Luggage storage prior to check-in / out.

Payment Schedules, Key Dates and Timescales

You need to be aware of the following key dates and payment schedules and timescales:

Payment Instalment dates

Deposits – within 48 hours of application being accepted.

- Payment 1 - due 10 July 2026
- Payment 2 - due 13 November 2026
- Payment 3 - due 5 March 2027

Bank Payment Details

Bank Account Name: QAH Association Ltd

Bank Sort Code: 40-51-62

Bank Account No: 21084952

SWIFT: HANDGB22

IBAN: GB85HAND40516221084952

Payment Reference: Residents Full Name

Please refer to Handelsbanken website www.handelsbanken.co.uk for list of restricted countries payments cannot be accepted from.

Room Inventory Form

Up to 7 days after arrival at QAH.

You agree to check, sign, and return your room inventory form and notify QAH of any discrepancies.

If not returned within 7 days, it is deemed acceptance that the room inventory is perfect.

Visiting Hours

Monday – Sunday - 10:00 to 00:00 (midnight)

Term Dates

Autumn Term

Sunday 30 August 2026 - Saturday 19 December 2026 (16 weeks)

Spring Term

Sunday 3 January - Saturday 20 March 2027 (11 weeks)

Summer Term

Sunday 4 April to Saturday 10 July 2027 (14 weeks)

Date & time for you to vacate your room

10am on the last day of each term.

Date & time you can arrive at QAH

3pm on the first day of each term.

Licence Agreement Terms & Conditions

1. Agreement

- 1.1 The agreement between You and Us consists of:
- These terms and conditions in this Agreement and any issues amendments, and
 - Our regulations detailed in our Policies listed in Schedule 2 to this Agreement and any other of the QAH Policies, whether they are in place on the date of this Agreement or introduced by QAH later. Our policies can be changed or updated at any time.
 - You are a first year undergraduate and those applying to reside at QAH for the first time.
 - You are a current resident residing at QAH.
- 1.2. If You Accept the offer of the Room, then You are accepting the terms and conditions of any other documents referred to in this Agreement, including all of QAH Policies and You acknowledge that You have read the content.
- 1.3. In this Agreement certain words and expressions have defined meanings, these are set out in Schedule 1 at the end of this Agreement. You should make sure that You have read and understood them.
- 1.4. In these Terms and Conditions of Residence 'You' or 'Your' means the person entering into this Agreement and 'We', 'Our', 'Us' and "QAH" OR "QAH" means QAH / QAH Association", or where a service is provided by an Operator, 'We' or 'Our' may refer to the Operator.
- 1.5. You confirm that You accept and agree all of the obligations in this Agreement when You accept your 'Acceptance Letter and pay your deposit'. This Agreement is legally entered into between You and QAH, when We send the Confirmation E-mail to You that your deposit has been received.
- 1.6. This licence agreement is governed by English law, which international students may find quite different to the law which applies in their country. You may wish to get professional advice before accepting.
- 1.7. If there is any difference between this Agreement and Our Policies, the information in the Policies will take priority.
- 1.8. We strongly recommend that You talk through the content of this Agreement with Your parent, guardian or another adult before You accept the offer of accommodation at QAH.

2. Your Accommodation Licence Agreement

- 2.1 QAH offers the following accommodation licence terms:
- 41-week Licence Agreement (or variation as stipulated) provides accommodation over the first (Autumn term), second (Spring term) and third (Summer term) periods set out in clause 2.2.
 - QAH takes preference for first year undergraduates and applying to reside at QAH for the first time.
 - Residents currently residing at QAH.
- 2.2 Licence periods 2026 / 2027 for QAH accommodation are as follows:
- By this Agreement QAH grants the Resident a License Agreement to occupy the Accommodation from the following dates:
- a. Period 1 – Autumn term – Sunday 30 August 2026 - Saturday 19 December 2026 (open for 16 weeks)

- b. Period 2 – Spring term – Sunday 3 January 2027 to Saturday 20 March 2027 (QAH open for 11 weeks)
- c. Period 3 – Summer term – Sunday 4 April to Saturday 10 July 2027 (QAH open for 14 weeks)

upon the terms and conditions set out and incorporated herein.

(Together the Licence periods covered by your Licence form the Licence term).

2.3 QAH arrival and departure times:

- a. Autumn Term – Opens at 3pm on Sunday 30 August 2026
Closes at 10am on Saturday 19 December 2026
- b. Spring Term - Opens at 3pm on Sunday 3 January 2027
Closes at 10am on Saturday 20 March 2027
- c. Summer Term - Opens at 3pm on Sunday 4 April 2027
Closes at 10am on Saturday 10 July 2027

Please note that QAH will not be able to accommodate any early arrivals or late departures. Please arrange transport / flights accordingly.

2.4 A contract is formed between you and QAH when you accept the offer of accommodation by QAH.

2.5 For avoidance of doubt, you may only enter into this licence agreement and reside within QAH if you are registered as a full-time student at The Royal College of Music, The Royal College of Art or Imperial College London during the whole accommodation period. If you are registered as a full-time student at other institutions and studying art, music or science, QAH will place you on a waiting list.

2.6 The Licence fee payable for each period will be invoiced and due for payment as follows:

- a. Period 1 - issued after the offer and acceptance of a room at QAH and receipt by QAH of signed acceptance of the Accommodation Licence and payable on or before 10 July 2026.
- b. Period 2 - issued towards the end of Period 1 and payable on or before 15 November 2026.
- c. Period 3 - issued towards the end of Period 2 and payable on or before 01 March 2027.

2.7 If You have a Sponsor, You will be responsible for providing them with all the information they require to enable them to make payments on Your behalf, including forwarding a copy of any invoice which will be in Your name and not the name of your Sponsor, in accordance with the same timescales that would apply if You were making all the payments Yourself. If Your sponsor fails to pay by the due date, You will remain liable for the full payment. We will contact You by email if We have problems receiving money from Your sponsor.

2.8 You must promptly pay any other amounts that are properly due under these terms and conditions. If You do not comply with these terms and conditions, and We have to enforce them, You agree to pay the charges which We reasonably incur. This includes fees for professional advice, court fees, bailiff's fees, a reasonable charge for Our own time and any out-of-pocket expenses.

2.9 The following facilities are NOT included in the Residence Fee: television licence, telephone charges, laundry costs, council tax (if it becomes payable), parking fees (if any), contents insurance other than that detailed in this Agreement. You will be required to make any payments for any of those sums if they do become due.

2.10 Internet service to the Room is provided by Our nominated provider and is subject to 2.8.1 the relevant terms and conditions of use, and 2.8.2 our acceptable use policies. Details can be found in the Policies in Schedule 3. We may suspend internet access if You fail to comply with Our Policies.

- 2.10.1 the relevant terms and conditions of use, and
- 2.10.2 our acceptable use policies. Details can be found in the Policies in Schedule 2. We may suspend internet access if You fail to comply with Our Policies. We may suspend you if You fail to comply with Our Policies

3. Deposits

- 3.1 In order to confirm the booking at QAH a £500.00 deposit is required in addition to the Accommodation licence fees.
 - a. Once an application is received and acknowledged, a £500.00 deposit will be requested to be paid within 2 days from the electronic letter of offer being sent prior to 10 July 2026. Accepted room offers with unpaid deposits 2 days after an offer is made electronically will be cancelled.
 - b. Deposits are refundable (less any bank fees deducted from the deposit payment or subsequent Period Licence fees) if claimed within 12 months of leaving the House under the following circumstances:
 - I. if at least 12 weeks’ notice before the Autumn term opening date of the House is given that a student no longer requires a room.
 - II. if between 8-11 weeks’ notice is given a 50% refund is due
 - III. if less than 8 weeks’ notice is given, there is no refund payable.
 - IV. if QAH is not able to offer accommodation.
 - V. if no damage has been caused to the room or other QAH property
 - VI. if all accommodation licence fees have been paid in full.

4. The Licence Fee

- 4.1 The weekly Licence fee for each room band is shown on the QAH website at www.queenalex.com. The minimum 41-week Licence Agreement periods are shown in Clauses 1.1, 1.2, 1.3 and 1.4. Fees for the following academic year are updated on the website as early as possible each academic year.
- 4.2 Should you not pay your Licence fees or other sums due under the terms and conditions of this agreement, QAH will take all necessary legal action to recover the debts and the cost of doing so will be passed on to you.
- 4.3 It is imperative that, should you anticipate having any problems with payment of Licence fees or any other sums due under the agreement, you should contact the General Manager as soon as possible to discuss your options.

5. Cancellation Policy

If you fail to pay the deposit of £500 within 48 hours of receiving your accommodation offer your application will be cancelled.

- 5.1 If you inform QAH in writing, that you wish to cancel the Licence Agreement prior to the start of the Licence period you will be arriving; the following charges will apply:

Cancellation Notice	Charge
Less than 7 calendar days after accepting the offer but at least 14 calendar days prior to the accommodation period.	No charges will apply

7 days or more after accepting an offer but at least 14 calendar days prior to the accommodation period.	Deposit becomes a cancellation fee (£500)
Less than 14 calendar days but at least 1 calendar day prior to the accommodation period	Licence fee pro-rata for 4 weeks.

- 5.2 If you fail to cancel your booking before (or indeed accept an offer of accommodation after) 9.00am the day before the start of Licence period you will be arriving, you will be liable to pay for the full Licence Fee (the Licence term) and you will only be able to terminate the Licence by following the procedure set out in clause 14 (Early termination of the Licence by the Resident).
- 5.3 If notice is given after the accommodation start date, no refund will be payable, and you will be liable to pay for the full Licence term (i.e., all Licence periods).
- 5.4 If the Licence agreement is formed during the Licence period: If you inform us that you are exercising your right to terminate after the start of the period of residence or fail to inform you that you will not be taking up your booked accommodation, an administration fee of £500 will be charged.
- 5.5 Cancellation fee must be paid within 14 days of being invoiced.

6. Early Termination of the Licence by QAH

- 6.1 QAH is entitled to terminate this Licence on written notice if:
- You commit a serious breach of these Terms and Conditions or any other rules of QAH.
 - Any payment due under this agreement is at least 21 days late and you have then failed to make payment having been given 14 days' notice by QAH.
 - If QAH intends to terminate the Licence, QAH will serve you with written notice.
 - You cease to be a full-time registered student of either The Royal College of Music, The Royal College of Art or Imperial College London or if you have been accepted from any other institutions and studying art, music or science.
 - If you fail to vacate the accommodation and / or pay any outstanding arrears, QAH may take court proceedings to recover both the accommodation and the outstanding sums, and the court may make an order that you pay QAH's cost of those proceedings.

7. Early Termination of the Licence Agreement by the Resident

If you have entered into the Licence Agreement and you wish to cancel your booking after the start of the licence period, regardless of whether you have checked-in or not, you will remain liable for the contractual obligations set out in the licence agreement and you may not cancel the booking unless you can provide proof that you fit any of the following criteria (7.1 – 7.3):

- 7.1 You have withdrawn from your course of study.
- 7.2 Your UK Visa application has been denied, and you can provide written confirmation of this upon request.
- 7.3 You are experiencing extenuating circumstances that require you to no longer live in QAH and would like your request to be considered on compassionate grounds. If you are no longer able to attend University and/or live away from home due to extenuating circumstances, such as ill health or family issues, please contact us to discuss the matter.
- 7.4 Where the reason for cancellation falls within Clauses 7.1, 7.2 or 7.3 In these circumstances any charges will be properly levied against the licence fee and pro-rated to 4 weeks which will be retained as a cancellation fee.

7.5 Where the reason for cancellation is not one of the three matters listed above (7.1, 7.2 or 7.3), you will remain liable for the full contractual licence fee, unless and until replacement tenant is found for your accommodation. You are responsible for finding an eligible replacement tenant who is studying within the Estate of the 1851 Commission.

If you wish to cancel the booking and a replacement tenant is found and approved by us (at our absolute discretion), you will be released from the contractual obligations set out in the licence agreement and any overpaid licence fees will be refunded to you, less an amount equal to your Deposit fee and licence fee pro-rated for 8 weeks.

7.6 Any decision made to release you from the terms of the Licence agreement outside of these criteria is made by QAH, at its sole discretion, on individual case by case basis.

7.7 If you cease to be a full-time registered student of either The Royal College of Music, The Royal College of Art or Imperial College London or any other institution and studying art, music, or science, you must notify QAH within 72 hours of you receiving official confirmation.

In these circumstances any charges will be properly levied against the licence fee and pro-rata to 4 weeks which will be retained as a cancellation fee.

7.8 Where proof is provided in accordance with these terms and conditions and to our reasonable satisfaction, you will be entitled to terminate the licence agreement an amount equal to 4 weeks accommodation fees will be retained as a cancellation fee.

7.9 The supporting evidence should be supplied to QAH within 72 hours of you receiving official confirmation (7.1, 7.2 or 7.3). In these circumstances, any outstanding licence fee paid will be returned to you but an amount equal to 4 weeks accommodation fees will be retained as a cancellation fee.

8. Administrative Charges

8.1 If you either:

- a. Fail to pay the Licence fee in full at the times and in the manner specified; or
- b. Request to pay the Licence fee and other charges other than at the times and in the manner specified; or
- c. QAH reissuing invoices will result in a £15 charge.

then QAH is entitled (without prejudice to its other rights and remedies under the Licence) to levy a reasonable charge to cover its administrative costs and interest foregone.

Only in exceptional circumstances will such charges be waived.

8.2 Payments returned unpaid by your bank will be charged at £10.00 per incident plus any associated bank charges.

9. QAH Accommodation includes the following in the Licence fee.

9.1 Utilities:

- a. Gas and electricity charges (subject to reasonable usage).
- b. Connection to a broadband wireless service (subject to reasonable usage).
- c. Heating and hot water as supplied by the QAH heating system. Personal heaters, fan heaters, fans, electric blankets and any other items listed in the prohibited Items Clause are strictly forbidden and may not be used anywhere in QAH.

Due to the current issues with the energy supply chain, QAH will endeavour to keep our heating / electricity costs at as reasonable as possible but may have to provide you with 4 weeks' notice if costs escalate beyond our control during the year.

9.2 Catering

QAH is a catered residence. We do not offer a self-catered option.

QAH provides the following meals which are included in your weekly accommodation fee however due to food increases the rates per week may change.

- a. Monday – Friday - Breakfast (7.30am – 9am kitchen closes at 8:45am) and Supper (5:45pm – 7:15pm kitchen closes at 7pm)
- b. Saturday and Sunday – Breakfast only (8.30am – 9.30am kitchen closes at 9:15am)

The kitchen closes 15 minutes before the end of each meal service.

Due to the current issues with the food supply chain, QAH will endeavour to keep our catering costs at the current weekly rate but may have to provide you with 4 weeks' notice if costs escalate beyond our control during the year.

QAH provides breakfast only during the following periods:

- Weekends
- Saturday 3 July 2027 – Saturday 10 July 2027

9.3.1 Meals and Dietary Requirements

- a. QAH provides up to 12 meals a week.
- b. QAH does not provide catering for those on a vegan, dairy free and/or gluten-free diets, nut allergies / personal preference and / or choices on selected meat / fish / vegetables / fruit etc or those with severe food allergies.
- c. Vegetarian diets and meal options are only available for those who advise that they are vegetarian.
- d. We provide a selection of options for residents to choose from during mealtimes, resident can choose a select number of items at each meal service i.e between 3 – 5 out of the number of choices provided.
- e. QAH does not offer an all you can eat service and meals are portion controlled.
- f. Mealtimes are sets as detailed in clause 9.2 of this licence agreement and QAH are not responsible for changing the times to suit your personal preferences, classes or social activities and events.
- g. QAH are unable to accommodate take away meal services.
- h. All meals are to be served and eaten in the dining room, residents are not to remove food from dining room due to Food Hygiene, Health and Safety.

9.4 Heating & Hot Water

QAH provides Heating and Hot Water and will use best endeavours to ensure that a reasonable internal temperature is always maintained in the accommodation.

Heating will come on from Mid-October – March

Monday – Sunday*	0630 – 0900 & 1730 – 2400
Timings are subject to change at any time.	

10. Conditions of Residence

As a resident you agree to accept and observe the following conditions which are designed to:

- a. Ensure that the welfare of the resident, other residents, staff, contractors, and members of the local community are safeguarded and protected,
- b. Enable the effective management of the residence in pursuance of the licence agreement and objectives.

10.1 Fire prevention and safety

Residents must take reasonable care for their own and others' safety during their time at QAH. You are expected to read and follow the Fire Safety Regulations and Policy, Codes of Practice and Residential Handbook.

A Resident may be fined up to £500 for breaches of the Fire Safety regulations contained within QAH Resident Disciplinary Procedure.

- a. Misuse of fire alarms and firefighting equipment including covering or tampering with smoke and heat detectors is a prosecutable offence under Section 8 of the Health and Safety at Work Act 1974. The Health and Safety at Work Act 1974, including any updates or amendments are available at: <http://www.legislation.gov.uk/ukpga/1974/37>.
- b. Bedroom doors, kitchen doors and other fire check doors must not in any circumstances be propped open as this could pose a serious danger in the event of a fire.
- c. Escape routes and fire exit doors must not be obstructed in any way. Personal items must not be left in corridors.
- d. Cooking and catering must only be undertaken in the designated kitchen areas. The Resident must never leave cooking unattended. This includes all electronic cooking equipment.
- e. In no circumstances should the Resident keep or use cooking equipment such as toasters, kettles, grills, rice cookers or hotplates in any area of the building apart from the communal student kitchens.
- f. Deep fat frying and the use of chip pans (including a saucepan full of oil) on cookers is prohibited.
- g. The use of lighted candles, jos sticks, aromatic oil heaters, shisha pipes, cigarettes or any device having a naked flame are prohibited at QAH.
- h. The use of barbeques within the House or outside communal spaces, are prohibited.
- i. The hanging of net curtains or other non-fireproof material is not allowed.
- j. The resident must not cover or obstruct heaters. The Resident must not place material or garments on or near a heater or obstruct the air circulation around a heater, for instance by curtains or furniture pushing up against a heater, as this could cause overheating and a fire risk.
- k. The resident must not bring their own heaters into the Accommodation.

Fire Alarms

- a. Please ensure that you read the Fire Evacuation Notice displayed in your room.
- b. Take time to familiarise yourself with the Fire Escape routes throughout the building within the first 48 hours of arrival.
- c. A Weekly Fire Alarm Test will be held between 11am & Noon every Thursday, the sounders will ring for about 20 seconds. There is no need to evacuate the building unless the sounders continue to ring.
- d. There will be 3 Fire Alarm Drills held during the year, and all residents must participate if in the House at the time the alarm sounds. Failure to do so will result in disciplinary action.
- e. The Resident and their guests must always evacuate the building promptly when the alarm sounds and meet at the assembly point. A roll call will be conducted by a staff member, and you must advise that you are present and correct. Failure to do so will lead us to think that you are still inside the building and trapped and send in Fire Fighters, putting their lives unnecessarily at risk.

- f. Do not use the Lift when the fire alarm sounds.

10.2 Electrical Equipment & Safety

All electrical equipment must be fitted with a UK plug and must carry the UKAE or CE mark. All equipment must be kept in a safe condition.

Residents agree to the following:

- a. Not to wire more than one appliance into one electrical plug.
- b. Not to plug electrical appliances into light fittings.
- c. Not to use multiple adaptors or multi boxes in a single socket (as there is a danger of overloading the circuit).
- d. Not to use electrical extension leads that have not been provided by QAH.
- e. Not to interfere in any way with the electrical distribution board or consumer units in QAH or to attempt to replace blown fuses.
- f. Not to remove light bulbs from their fittings (report any faults at reception)
- g. If you identify any item within QAH which you think is unsafe or may be a hazard, you must contact a senior member of staff immediately (communal areas are the responsibility of all residents).
- h. The use of Schuko plugs (European plugs) and flat parallel pin plugs (American plugs) are strictly prohibited.
- i. QAH will have the right to confiscate any items that are not UKAE or CE compliant, if we are unsure, we will PAT Test the items concerned. Any items that fail the PAT Testing will be confiscated.

QAH annually tests all its own portable equipment. Students' personal equipment is **NOT** routinely tested. You are therefore responsible for checking to ensure that it is safe to use. You might be required to provide staff with full details of any equipment including manufacturer, type of equipment, loading and whether it complies with relevant standards.

10.3 QAH reserves the right to refuse permission for you to use particular electrical items.

10.4 QAH reserve the right to remove, destroy or disable any equipment which it deems unsafe. Where reasonably practical this will be discussed with you before any action is taken.

10.5 If you fail to comply with your responsibilities in this Licence Agreement and our policies, we will speak to you and let you know (unless the failure is serious, or you do not correct the problem when asked) and we will give you a chance to put things right.

If you do not take this opportunity, or the failure is serious, and / or you still do not comply with the obligations and standards we require and set out in the licence agreement, we can start disciplinary action against you, which may result in you having to leave QAH.

10.6 No smoking policy

Smoking, including the use of electronic cigarettes, is not permitted at QAH, it is illegal to smoke in the building, or in the courtyards. Smoking outside QAH should be at least 5 metres from any windows or entrances. Smokers are also asked to ensure that cigarette ends are picked up and disposed of and not left on the street.

10.7 Windows

Window restrictors must not be tampered with, and residents must not sit on window ledges. Residents must not throw any items out of open windows or let items fall from the building.

10.8 Health & Safety

As a resident you agree to accept and observe the following:

- a. You are required to co-operate in complying with all Health and Safety regulations QAH sets out as per the Resident Handbook and this Licence Agreement.
- b. Residents are not to behave in a manner as to endanger themselves and / or other persons and to take reasonable care for the health and safety of both themselves and other persons who may be affected by their actions.
- c. Residents are not to interfere with intentionally or recklessly or misuse anything provided in the residence in the interest of health, safety and welfare.

10.9 Prohibited Items

The below items are prohibited items and residents must not bring or use these in the House, this list is not exhaustive and is subject to change at the discretion of management.

Candles / tea lamps, incense sticks, incense burners.	Pressure cookers.	Fan heaters / exposed element heaters / oil heaters / halogen heaters.
Chip pans and any Deep-frying equipment.	Hot plates, hot pots and hot pans.	Electric blankets
Coffee machines including Nespresso machines and similar.	Portable BBQs.	E-Bikes or E-scooters
Kettle (we provide one in each communal kitchen).	Portable cooking stoves	Fireworks.
Rice cookers (we provide one in each communal kitchen).	Fridges or freezers	LED strips lights, nightlights and fairy lights
Sandwich toaster & popcorn makers.	Washing machines or drying machines in rooms.	Chinese Lanterns.
Electrical appliances not CE marked.	Plug-in air fresheners.	Electronic cigarettes or vaping devices
Non UK Plugs including adaptors	Pull-up bars	Compressed gas / gas appliances.
Extension Leads that are not surge protected.	Electrical tools.	LPG gas / gas appliances, petrol & kerosene.
Gas burners / oil burners.	Shisha and hookah pipes (or similar items).	Real Christmas trees / Christmas lights.

11. Health

- 11.1 You are required to advise of any medical, disabilities, special requirements and / or dietary conditions at time of application.
- 11.2 You are required to register with a Doctor within one week of entering QAH.
- 11.3 In the event that QAH believes that you have contracted an infectious disease which it believes poses a health risk to other residents, QAH may require you to move to alternative accommodation until QAH is satisfied that the risk has been assessed as being acceptable.
- 11.4 If we are concerned that you are at risk of harming yourself or others, we will, if possible, discuss this with you first but we may need to contact your parents, GP, university and mental health services or other emergency services even if you do not consent.
- 11.5 QAH will arrange a meeting within the first 14 days of your arrival to discuss your medical conditions, any Personal Emergency Evacuation Plans (PEEPS) required, and You consent to QAH being in contact with your university to ensure we can support you where reasonably practical to do so.

12. Inventory, Defects & Damages

- 12.1 We will give you an inventory form to complete and hand back within 7 days.
- 12.2 You agree to fill out and return the inventory form to The Residence Team and notify The Residence Team of any discrepancies within 7 days of moving into your Room. The condition of the Accommodation will be checked against these forms and emails when the Resident vacates, and charges may apply where damaged and/or missing items are noted. If not returned it is deemed acceptance that the inventory form is correct.
- 12.3 Rooms are equipped with basic furniture and fittings. If you wish to remove or add any furniture or fittings, you must first get approval from the General Manager. If you are given permission to add furniture or fittings to your room, the furniture or fittings will become the property of QAH when you leave the House, unless they are removed by you when the room is vacated.
- 12.4 The resident must keep the interior of their room in good and clean condition and keep the furniture fixtures and fittings in good order and condition.
- 12.5 Residents are not to remove any furniture or equipment from the Communal Areas of the Building and are to treat them free of damage.
- 12.6 QAH provides a toaster, kettle, air fryer, rice cooker and smoothie maker only in each communal kitchen only.
- 12.7 You are responsible for providing your own bed linen, duvet, pillows, coat hangers, cutlery, crockery, frying pans, saucepans, and any other non-electrical cooking equipment that may be required.
- 12.8 QAH is not responsible for any items you provide in your bedroom or communal areas; all items are left at Your own risk.

13. Communal Areas and Cleaning

- 13.1 QAH will clean all Shared Facilities daily except for the communal kitchens where QAH will mop the floor and empty bins daily only You are responsible for cleaning the Communal Kitchens after use. If You and the other residents leave their Shared Facilities in a worse condition than QAH would reasonably expect, QAH will charge You and the other occupiers for the cost of any additional cleaning which QAH decides is reasonably necessary. If QAH can identify the person who has caused the Damage or whose actions have resulted in additional cleaning costs, then We may charge that person for all the costs.
- 13.2 QAH may temporarily suspend use of the Shared Facilities and Items / Equipment that the House provides to allow them to be properly cleaned or for any other reasonable reason determined by the Operator, including health and safety and welfare reasons. If we have to close a shared facility, we will do our utmost to provide you with an additional space, where reasonably practical to do so.
- 13.3 You (and the other residents who use them) must keep the Shared Facilities reasonably tidy. You must not leave rubbish in the Shared Facilities, except in any bins We provide.

Please note that during Christmas Holidays, Easter Holidays and public holidays QAH will not provide cleaning services and a skeleton team will be in place.

14. Use of Accommodation

- 14.1 The accommodation may only be used for your personal living accommodation and not for business or any other use.
- 14.2 All accommodation at QAH is single occupancy and you may not have anyone else stay in your room overnight.
- 14.3 You agree not to use the accommodation provided for any immoral or illegal purpose. If you are found to be acting in such a manner your actions will be treated as a serious disciplinary offence. This may result in your eviction from QAH.
- 14.4 You agree not to sublet or share your accommodation or to allow any visitors to stay in your room in your absence under any circumstance. Please refer to the QAH General Notices for guest visiting hours.
- 14.5 No pets or reptiles or other animals other than assistance dogs may be kept in your accommodation.

Please note that any breach of the requirements set out in clause 7 will be treated as a serious disciplinary offence, which may result in the termination of this licence agreement.

15. Insurance

- 15.1 The Operator will ensure that QAH and owned contents are insured against fire and other risks which We consider required.
- 15.2 You should take out Your own personal possessions insurance if You have valuable items, for example a musical instrument. If You want additional cover, You must pay the insurer for it.
- 15.3 QAH does not accept any responsibility or liability for any loss, damage or expense incurred by you due to circumstances outside its control (including loss of or damage to your personal belongings brought or kept on the premises). QAH is not liable for any consequential loss whatsoever. Please note that the insurance will not cover Your possessions when they are outside the Room (which means that they are not covered when they are in the other parts of the Building or the Communal Areas).
- 15.4 If Your Room becomes uninhabitable through no fault of Your own, for example if it is damaged by a risk against which the Operator has insured, the Operator will offer You suitable alternative accommodation at the Residence, if any is available. If no suitable alternative accommodation is available, You or We will have the option to terminate Our agreement (by giving notice in writing specifying the End Date), without any financial detriment to You.
- 15.5 If the Operator is unable to offer alternative accommodation, the Residence Fees (or an appropriate proportion as reasonably decided by Us having regard to whether or not We or the Operator offer other services) will be suspended until either the Room is made habitable again or We are able to offer alternative accommodation.

16. General Conduct

- 16.1 Respect for residents and neighbours of QAH
- a. To establish and maintain an atmosphere conducive to living and for the general wellbeing of the residential community, QAH expects the Resident and their guests to conduct themselves, always, in a manner that does not cause noise nuisance, disturbance, offence or injury to other Residents, guests and/or neighbours of the residence or damage to their property.
 - b. Not make excessive noise. Residents are expected to always show consideration in respect of noise nuisance. Any device for producing excessive noise including but not limited to radios,

stereo equipment, televisions, gaming devices must be always kept at a reasonable level. The Resident and/or their guests are also advised to avoid shouting, slamming doors and other behaviour that will cause disturbance to other Residents and neighbours.

- c. Between the hours of 23:00 – 07:30, no noise whatsoever should be audible outside your room. Such noise can be very disruptive to other residents, both inside and outside the residence, especially in an old building where noise travels.
- d. Musical instruments may be played in The Ring only and residents are not permitted to play in their rooms.
- e. Rooms within QAH are private living environments; they are not appropriate locations for parties (particularly those involving a large number of people). The Resident must not host or advertise unauthorised events within the residence or invite excessive numbers of guests into the residence.
- f. Bikes must be stored in the designated areas of the inner courtyard. QAH bears no responsibility for bikes stored on site, residents store these at their own risk.

16.2 Illegal substances

The possession and use and/or supply of illegal drugs, solvent abuse and psychoactive substances are prohibited at QAH. Any resident / guests who use illegal substances / solvents abuse will lead to eviction and referral to the Police.

Please refer to the Drugs and Anti-Social Behaviour Policy.

16.3 Firearms / offensive weapons

Firearms, offensive weapons, air pistols/rifles and pyrotechnics (fireworks, flares etc.) are not permitted and are strictly forbidden at QAH. Any residents in possession of such items and those deemed illegal will be reported to the local authorities and may face exclusion from QAH.

16.4 QAH Staff

- a. The resident must comply with the reasonable instructions provided by staff, including completing actions required and listed in the QAH Handbook.
- b. The resident must behave respectfully and not exhibit abusive / inappropriate behaviour towards fellow residents, staff and / or contractors.
- c. The Room Residents undertake to permit the General Manager and duly authorised personnel, contractors, and other work persons, to enter the accommodation to undertake work such as cleaning and maintenance of the accommodation at all reasonable hours of the daytime.
- d. The General Manager retains the right to inspect the accommodation at all reasonable hours of the daytime. In the event of routine inspections, a minimum of 24 hours' notice will be given where possible.
- e. The General Manager retains the right to conduct tours within the house normally within designated areas. The Resident will be advised when these are taking place and will be expected to ensure that the Accommodation is clean and tidy, that access is facilitated, and that the Resident behaves appropriately.
- f. The Resident will permit the General Manager or any staff member to enter their room if they feel that any Health and Safety regulation has been breached, in the event of an emergency or if they have concern for the welfare of the resident: without prior notice being issued / given.

16.5 Room allocation

When applying you can select rooms size in order of preference. Due to the high level of applications, we cannot guarantee that you will get your expressed preference, but we endeavour to allocate residents based on preferences. This process is subject to change.

Your licence with QAH guarantees you a room but not a specific room number.

Location, size, style, and furniture in rooms vary. QAH cannot guarantee that the room you are allocated will have modern style furniture or be identical to any marketing photographs as the historic nature of the building leads to different room configurations even within the same room size / style / price band.

All furniture provided is fit for purpose and QAH will not remove furniture or permit residents to remove furniture due to personal preference.

QAH reserves the right at times, due to operational reasons, to allocate you to another room. If you are required to relocate during your licence period and a room is not available at the same price band as your current room, we will offer you a reduction in Residence Fees for the remainder of your licence period if you move to a lower price band room.

We will not increase your Residence Fees if we move you to a higher price band room because it is the only room available. Where there is a choice of rooms in different price bands, if you select a room in a higher price band than your current band and a room is available at your current or a lower band, your Residence Fees will be increased accordingly for the remainder of your licence period.

16.6 Room swapping / changes.

- a. QAH reserves the right to require you to change rooms within the House within the same room band.
- b. You are not entitled to swap/exchange rooms with another student without prior approval of the General Manager.

16.7 Parking

There is no parking available at QAH. Motorcycles and scooters may not be stored anywhere within QAH.

17. Security, Keys and Access

17.1 You must ensure that Your Room is always left secure. This includes but is not limited to:

- a. Always keeping keys and key fob with You. Persistent failure to carry your Keys and Key Fob and You asking staff to let you into the building / room may result in a charge being made to You;
- b. Never marking your Key or Key fobs with your address
- c. Resident must not duplicate any keys issued or use the keys otherwise than in accordance with the purpose for which they were issued.
- d. Locking your bedroom door when you leave the residence, together with any corridor and main entrance doors in the Residence when entering or leaving and ensuring that all windows in the residence are closed before You go out.
- e. Residents must return keys at the end of each term, failure to do so may result in locks being changed and charged back to the resident.
- f. Residents are not permitted to stick, hang, pin any items on the walls, with items such as but not limited to blue or white tac, nails, pins, sellotape, command strips.
- g. Registering Your Visitors upon their arrival at the Residences and always accompanying them whilst they are at the Residence, and signing the Visitors out when they leave the Residence; complying with local procedures in respect of access controls, security keys, rooms and CCTV;

17.2 You agree that you will allow us (and those authorised by us), with reasonable written notice (except in cases of emergency), to enter the Room at reasonable times (causing as little inconvenience as possible), to:

- a. inspect its condition.
- b. carry out viewings of the Room with prospective Licensees or purchasers of the Building;

- c. carry out any necessary repairs or alterations to the Room and/or Building; and
- d. maintain, repair and, if necessary, replace the Service Media and any pipes, cables, wires, drains and sewers within the Room.

17.3 You agree that you will allow us to access your Room without notice in the following circumstances:

- a. If we suspect that you are using illegal substances such as drugs or other substances harmful to health including legal highs;
- b. To allow us to check on your welfare if we have information or suspicion that you are at risk and we have not been able to raise you or get an acknowledgement through knocking at your door;
- c. In circumstances where we suspect bad conduct or a risk to the safety of other tenants or staff;
- d. Where we suspect a risk of damage to the Building;
- e. Where we are requested to allow access by the Police or other Emergency Services with or without a warrant; or
- f. To carry out emergency repairs.

18. Your Responsibility & Damages

18.1. QAH will charge You for the cost of repair if the repair is needed because You did not take proper care, or You did not comply with these terms and conditions. This will be taken from your deposits at the end of the licence agreement.

18.2 If repair is needed because You did not take proper care or You did not comply with these terms and conditions, You must not attempt to carry out the repair Yourself. You must notify The Operator who will arrange for the repair to be carried out for You.

18.3 QAH will not rebuild or reinstate the Residence if it is destroyed or damaged by a risk against which the Operator has not insured.

18.4 You must tell the Operator as soon as possible after You become aware of the need for a repair in the Room or in the Communal Areas. If the disrepair becomes worse because You did not report it within a reasonable time, the Operator may charge You for the additional costs of repair.

18.5 You (and anyone You invite into the Room) must take reasonable care of the Room and its Contents.

18.6 All residents must take reasonable care of the Communal Areas and their Contents.

19. Other Accommodation Conditions

19.1 QAH does not accept any responsibility or liability for any food items, cutlery, crockery or utensils you purchase during your time in residence. You are responsible to ensure that your food is kept in a lock box in the fridge / freezers / cupboards and lockers provided.

19.2 QAH's liability (other than for death or personal injury due to its negligence) shall, in all circumstances, be limited to the total Licence fee payable under the Licence.

19.3 In the event of a disaster or event outside QAH's control which necessitates the closing of the House for any given period of time, QAH will not be responsible for finding alternative accommodation for residents.

19.4 You agree to the use of common areas and any specifically agreed rooms of QAH (the *Property*) solely for the purpose of filming, recording, photographing and related production activities during the agreed licence period. Filming shall be conducted to minimise disruption to residents and shall not interfere with the enjoyment, safety, security, or welfare of students. No filming shall take place in private bedrooms without the prior written consent of the Resident.

- 19.5 During bank holidays periods, the Licensor may operate the Accommodation on a reduced-service basis ("Vacation Period").

During any bank holiday periods:

- a) On-site staffing levels may be reduced to a skeleton team.
- b) Non-essential services, amenities, facilities and activities (including, without limitation, events, communal space programming, and certain reception or night reception hours) may be suspended or provided on reduced hours.
- c) Essential services, including building safety, security, and emergency maintenance, shall continue to be provided.

You agree that such reduction in services during these times is standard practice within student accommodation and shall not constitute a breach of this Licence nor entitle the Licensee to any refund, rent reduction, compensation or damages.

20. End of Licence Term

- 20.1 At the end of each term and at the end of the full Licence term you should clean and clear your room of all belongings by 10.00am and return your keys to Reception. You must make sure that your doors and windows are firmly locked before you leave your room.
- 20.2 Prior to departure you will be required to complete your room condition form and undergo a room inspection carried out by QAH Staff prior to departure to ensure that there is no damage to the room, furniture, fixtures and fittings.
- 20.3 Any provision of this Licence agreement that expressly or by implication is intended to come into or continue in force on or after the end of the Licence term shall remain in full force and effect.

21. Conduct & Disciplinary

- 21.1 You must always comply with the requirements of QAH:
- 21.1.1 Residences Disciplinary Policy;
 - 21.1.2 all other Policies, regulations and guidelines required by QAH, whether in place on, or introduced after the date of this Agreement.
- If You do not comply with the Policies, We may take disciplinary action against You, the possible consequences are set out in the Policies and include requiring You to leave the Residence.
- 21.2 You must treat any of QAH or Operator's staff and others living in the Residence with proper consideration and respect. You must not use other people's possessions without their permission, or damage or take them.
- 21.3 You must treat others living in the neighbourhood with proper consideration and respect.
- 21.4 Respect the rights and needs of your fellow residents, neighbours, staff, contractors, and visitors at all times. Shouting and aggressive behaviour towards anyone in the residence will not be tolerated and residents may face disciplinary action.

22. Appeals Procedure

- 22.1 If You do not agree with a decision We make when exercising Our rights under the Disciplinary Policy, You may appeal that decision in accordance with the Appeal and Right of Appeal sections of Our Disciplinary Policy. You must at all times comply with the requirements of QAH:
- 22.2 not agree with any other decision We make when exercising Our rights under this Agreement or Our Policies, You may appeal that decision by writing to a member of our House Committee using email address info@queenalex.com, within 5 days of You being notified of the decision. The House Committee will consider Your appeal and decide whether to uphold or amend the decision. The House Committee of QAH will write to You, within 10 working days of receipt of Your appeal letter, notifying You of the decision. Any decision made by the House Committee will be final.

23. Complaints

We work very hard to try and make sure You will not need to complain. If You are dissatisfied with any part of Our service, You should:

- a. Report it to the General Manager & Principal, who will investigate as a complaint under Stage one of our Complaints Regulations. If you are still not satisfied you can raise a Stage Two Complaint.
- b. If You are not happy with the outcome and wish to pursue Your complaint further, You should follow the Resident complaint procedure, under the main QAH Complaints Procedures.

Please refer to the QAH Complaints Procedure.

24. Personal Data Usage Information

- 24.1 You agree and consent to QAH using your personal data in accordance with QAH's Privacy Policy; please refer to our web site at: www.queenalex.com. A hard copy can be made available on request. All data processing will be carried out in compliance with the applicable protection laws.

The Licence Agreement can be updated at any time, and the latest edition will be available at reception for you to review.

Schedule 1

Definitions

Accept	means to formally accept these Terms and Conditions of Residence once your deposit has been made within 48 hours and "Accepted" and "Accepting" are to be interpreted accordingly.
Accommodation	means the bedroom, any bathroom and any shared or Communal Areas of any Residence.
Agreement	means the Agreement between Us and You relating to the Accommodation which is formed when the Confirmation E-mail is issued, the terms of which are contained in: (a) these Terms and Conditions of Residence; and (b) the Licence Agreement.
Assistance Dogs	means any assistance dog, including a service dog. This is at the discretion of QAH.
Communal Areas	means all stairwells, corridors, landings and entrance halls within the Residence, any shared shower rooms / toilets or bathrooms in the Residence or other areas that We designate as common areas that are provided from time to time by QAH for common use by the occupiers of the Residence and their visitors.
Confirmation Email	an e-mail from the General Manager that will be sent to You once You have accepted the Terms and Conditions of Residence and satisfied the entry requirements for your prospective University. This Agreement will create a legally binding contract entered into between Us when We send the Confirmation Email to You.
Disciplinary Policy	means the Student in Residences Disciplinary Policy, which can be accessed by the link provided in Schedule 2 of this document.
End Date	means the date on which You wish this Agreement to end where You are seeking to terminate this Agreement before the end of the Period of Residence.
Extenuating Circumstances	specific individual circumstances (for example, exceptional, serious or acute medical, family, personal, or other problems or events beyond your control and any decision as to what constitutes Extenuating Circumstances shall be at the absolute direction of the Residences Team.
Inventory	means the list of furniture and equipment at the Accommodation which We will give to You upon request when You arrive at Your Residence.
Licence Agreement	means the "Licence Agreement" which You can access via the website which contains the specific details of the Accommodation being offered to You, the Period of Residence and the Residence Fee.
Operator	means Queen Alexandra's House.
Period of Residence	the period during which You are able to occupy the Room as set out in the Licence Agreement.
Policies	means QAH Association policies set out in Schedule 2 to this Agreement and any that are referred to in these Terms and Conditions of Residence and any other policies, regulations, terms, or rules implemented by QAH Association. Please note that the policies and guidance documents are subject to review and may change at any time.
QAH / QAH	means QAH / QAH Association

Residence	means the specific residence named in the Licence Agreement together with any external areas of the residence which are owned by Us (e.g. gardens which adjoin the residence).
Residence Management	means the General Manger of the Residence responsible for the day to day and local operations of each residence.
Residence Team	means the staff that manage the residence at QAH.
Residence Fee	means the charges payable for Your occupation of the Accommodation as stated in the Licence Agreement.
Room	means the bedroom at the Residence that You have booked or will be allocated to You on Your arrival.
Start Date	means the first day of the Period of Residence specified in the Licence Agreement.
Sponsor	means any person or organisation paying all or part of Your Residence Fee.
Term Start Date	means the first day of the Period of Residence specified in the Licence Agreement.
Term Time	means from and including the Term Start Date to and including the Term End Date as set out in the Licence Agreement.
Vacation Period	means any period outside of the published academic term dates and bank holidays
Visitors/Guests	means any guest invited by You, whether that invitation is express or implied (e.g. where the guest assumes from what You have said or done that they have been invited) or any person visiting You at the Residence. Please note that the word visitor(s) or guest(s) may be interchangeable.
We	means QAH Association
Working Days	Monday to Friday - excluding Saturday, Sunday, UK Bank Holidays
You	means the named individual accepting the licence agreement

Schedule 2

Policies

Accommodation Bursary

Accommodation Fees Payment Policy

Complaints Procedure

Drugs and Anti-Social Behaviour Policy

Fire Safety and Evacuation Procedures

Information Sharing Agreement Policy

Information Sharing Agreement Consent Form

Mental Health and Escalation Policy

Release from Licence Agreement Termination Policy

Residents Disciplinary Procedure

Resident Bullying and Harassment Policy

Safeguarding Policy

Visitor and Guests Policy

Schedule 3

Invoice Payment Schedule & Amounts

Autumn Term

Sunday 30 August - Saturday 19 December 2026 (16 weeks)

Room Grade	Amount	Due Date
Compact Room	£5280.00	Friday 10 July 2026
Small Room	£5520.00	Friday 10 July 2026
Medium Room	£5712.00	Friday 10 July 2026
Large Room	£6080.00	Friday 10 July 2026
Premium Room	£6208.00	Friday 10 July 2026
Premium Double Room	£6432.00	Friday 10 July 2026

Spring Term

Sunday 3 January - Saturday 20 March 2027 (11 weeks)

Room Grade	Amount	Due Date
Compact Room	£3630.00	Friday 13 November 2026
Small Room	£3795.00	Friday 13 November 2026
Medium Room	£3927.00	Friday 13 November 2026
Large Room	£4180.00	Friday 13 November 2026
Premium Room	£4268.00	Friday 13 November 2026
Premium Double Room	£4422.00	Friday 13 November 2026

Summer Term

Sunday 4 April to Saturday 10 July 2027 (14 weeks)

Room Grade	Amount	Due Date
Compact Room	£4620.00	Friday 5 March 2027
Small Room	£4830.00	Friday 5 March 2027
Medium Room	£4998.00	Friday 5 March 2027
Large Room	£5320.00	Friday 5 March 2027
Premium Room	£5432.00	Friday 5 March 2027
Premium Double Room	£5628.00	Friday 5 March 2027

All residents enrolled at the Royal College of Music are required to pay a non-refundable fee of £300 for access to the practice rooms. This charge is compulsory and will be billed separately. Residents studying at other institutions may also opt to use the practice rooms for the same fee.