



## Queen Alexandra's House Accommodation Licence Agreement and Residents Terms and Conditions 2021 / 2022

This agreement is an accommodation Licence agreement 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. When you sign this Licence agreement you are also agreeing to abide by the terms and conditions as set out in the Queen Alexandra's House General and Housekeeping Notices.

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, this Licence Agreement must be signed by your parent or legal guardian.

### Terms and Conditions

#### 1 Your Accommodation Licence

- 1.1 Queen Alexandra's House (hereafter referred to as QAH) offers the following Accommodation licence:
- a. A 41-week Licence (or variation as stipulated) provides accommodation over the first (Autumn term), second (Spring term) and third (Summer term) periods set out in clause 1.2.
- 1.2 Licence periods 2021/22 for QAH accommodation are as follows:  
By this Agreement Queen Alexandra's House grants the Resident a License Agreement to occupy the Accommodation from the following dates:
- a. Period 1 – Autumn term – 05 September to 18 December 2021 (open for 15 weeks)
  - b. Period 2 – Spring term – 02 January to 9 April 2022 (QAH open for 14 weeks)
  - c. Period 3 – Summer term – 24 April to 16 July 2022 (QAH open for 12 weeks) upon the terms and conditions set out and incorporated herein.
- (Together the Licence periods covered by your Licence form the Licence term).
- 1.3 A contract is formed between you and QAH when you accept the offer of accommodation by QAH.
- 1.4 The Licence fees 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 18 July 2021.
  - b. Period 2 - issued towards the end of Period 1 and payable on or before 22 November 2021.
  - c. Period 3 - issued towards the end of Period 3 and payable on or before 07 March 2022.

## **2 Deposits**

- 2.1 In order to confirm the booking at Queen Alexandra's House 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 10 days from the receipt of the offer. Accepted room offers with unpaid deposits 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. 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. QAH is not able to offer accommodation.
    - V. no damage has been caused to the room or other QAH property
    - VI. all accommodation licence fees have been paid in full.

## **3 QAH accommodation includes the following in the Licence fee**

- 3.1 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 are strictly forbidden and may not be used anywhere in QAH.
- 3.2 Catering
- a. Breakfast and evening meal Monday to Friday
  - b. Breakfast, lunch, and evening meal on Saturday
  - c. Breakfast and lunch on Sunday with a supper bag on Sunday evening

The last week of the Summer term is Bed and Breakfast only.

## **4 Inventory**

- 4.1 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 Principal. 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.
- 4.2 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.
- 4.3 Resident are not to remove any furniture or equipment from the Communal Areas of the Building and are to treat them without damage.

4.4 All residents must fill in and return a room inventory form within 48 hours of arrival. 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.

4.5 Any damage to furniture and equipment identified by the Resident must be reported immediately to reception.

## **5 Defects and Damages**

5.1 If you become aware of any defects in or damage to QAH (whether or not caused by you and whether or not in your room) you must report these immediately to reception.

5.2 You accept full financial liability for any loss or damage you or your visitors may cause to QAH. This means that you will be charged for the cost of any repair, replacement, cleaning or action to return fixtures and fittings to a reasonable state.

## **6 Use of accommodation**

6.1 The accommodation may only be used for your personal living accommodation and not for business or any other use.

6.2 All accommodation at QAH is single occupancy and you may not have anyone else stay in your room overnight.

6.3 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.

6.4 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.

## **7 Health and Safety**

7.1 Fire prevention and safety

The Resident must take reasonable care for their own and others' safety during their time at Queen Alexandra's House. They are expected to always observe and comply with the Fire Safety Regulations and Policy, Codes of Practice and Residential Handbook.

A Resident may be fined for breaches of the Fire Safety regulation contained within Queen Alexandra's House Resident Disciplinary Procedure.

a. Misuse of fire alarms and firefighting equipment including 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 is 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.
- 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 kitchen worktops and such equipment will be removed.
- 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 which has a naked flame is prohibited at Queen Alexandra's House.
- h. The use of barbeques within the House or outside communal spaces, is 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 at 11am 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, 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.

## 7.2 Electrical Equipment

All electrical equipment must be fitted with a suitable fused plug and must carry the CE mark. All equipment must be kept in a safe condition. QAH reserves the right to remove, destroy or disable any electrical equipment that does not meet these standards and which it deems unsafe. Where practicable this will be discussed with you before any action is taken.

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 to 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).

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.

### 7.3 No smoking policy

Smoking, including the use of electronic cigarettes, is not permitted at QAH, it is illegal to smoke in the BUILDING. 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.

### 7.4 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.

## 8 Health

8.1 You are required to complete a Medical Form and hand it into reception within one week of entering QAH.

8.2 You are required to register with a Doctor within one week of entering QAH.

8.3 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.

8.4 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 be in touch with your parents, GP, or other emergency services even if you do not consent.

## 9 General Conduct

9.1 Respect for residents and neighbours of Queen Alexandra's House

- a. To establish and maintain an atmosphere conducive to study and for the general wellbeing of the residential community, QAH expects the Resident and their guests to conduct themselves, at all times, 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. Residents are expected to always show particular consideration in respect of noise nuisance. Any device for producing sound including but not limited to radios, stereo equipment, televisions, gaming devices and musical instruments must not be audible outside the room in which it is located. 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. Rooms within QAH are private living and studying 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.

## 9.2 Illegal substances

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

## 9.3 Firearms / offensive weapons

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

## 9.4 Non – Residents and visitors / guests

The resident is always responsible for the conduct of their visitor / guest and ensure that they show consideration too all residents at Queen Alexandra's house.

The resident accepts responsibility for the actions and behaviour of your visitors, including any damage they cause.

Overnight guests are not permitted to stay in any room at QAH or anywhere else on the Building after 11.00pm.

If you wish to have a visitor aged 18 years or over to stay at QAH in the small guest room or the guest flat you must hand in your request to Reception at least seven days in advance.

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.

## 9.5 Queen Alexandra's House 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 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 and Principal 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 and Principal 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 and Principal 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.

## 9.6 Keys and access

- a. Resident must not duplicate any keys issued or use the keys otherwise than in accordance with the purpose for which they were issued.
- b. QAH reserves the right to enter (or for its nominees to enter) your accommodation at reasonable times and subject to reasonable notice to make periodic checks, or for any other reasonable purpose. In exceptional circumstances, where urgent entry is deemed appropriate, QAH reserves the right to enter (or for its nominees to enter) your accommodation at any time without notice.

## 9.7 Room allocation

When applying you can select rooms bands in order of preference. Due to the high level of applications, we cannot guarantee that you will get your 1st 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.

QAH reserves the right at times, due to operational reasons, to allocate you to another room.

## 9.8 Room swapping / changes

- a. QAH reserves the right to require you to change rooms within the House.

- b. You are not entitled to swap/exchange rooms with another student without prior approval of the Principal.

#### 9.9 Pets

No pets, except for registered assistance / therapy animals, are permitted at Queen Alexandra's House.

#### 9.10 Parking

There is no parking available at Queen Alexandra's House. Bicycles and motorcycles may not be stored anywhere within QAH.

### 10 The licence fee

10.1 The weekly Licence fee for each room band is shown on the QAH website at [www.queenalex.com](http://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.

10.2 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 may be passed on to you.

10.3 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 Principal as soon as possible to discuss your options.

### 11 Administrative charges

11.1 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

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.**

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

### 12 End of licence term

12.1 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.

- 12.2 Prior to departure you will be required to complete your room condition form and also undergo a room inspection carried out by QAH Staff prior to departure to ensure that there are no damages to the room, furniture, fixtures and fittings.
- 12.3 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.

### **13 Early Termination of the Licence by QAH**

- 13.1 QAH is entitled to terminate this Licence on written notice if:
- a. You commit a serious breach of these Terms and Conditions or any other rules of QAH.
  - b. 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.
  - c. If QAH intends to terminate the Licence, QAH will serve you with written notice.
  - d. 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.

### **14 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 (14.1-14.3):

- 14.1 You have withdrawn from your course of study
- 14.2 Your UK Visa application has been denied and you can provide written confirmation of this upon request.
- 14.3 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 in order to discuss the matter.
- 14.4 Where the reason for cancellation is not one of the three matters listed above (14.1, 14.2 and 14.3), 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.

- 14.5 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.
- 14.6 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. Your deposit fee will be retained as a cancellation fee.
- 14.7 The supporting evidence should be supplied to QAH within 72 hours of you receiving official confirmation (14.1,14.2). In these circumstances, any outstanding licence fee paid will be returned to you but an amount equal to the Deposit Fee will be retained as a cancellation fee.

## **15 Other accommodation conditions**

- 15.1 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.
- 15.2 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.
- 15.3 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.

## **16 Under 18 Term and Conditions**

- 16.1 QAH may accept residents from the age of 16. Terms and Conditions are set out in our Under 18 Policy and Declaration which must be accepted and signed by a parent or legal guardian before a resident enters QAH.
- 16.2 As set out in the Under 18 Policy and Declaration, all residents under the age of 18 must have a Guardian.
- 16.3 QAH is not 'loco parentis' and therefore accepts no parental responsibility.

## **17 Cancellation Policy**

If you inform the Principal in writing that you wish to cancel the Licence for the 2021/2022 academic year, the following charges will apply:

- a. If notice is given before 18 July 2021, QAHA will take all reasonable steps to re-Licence the accommodation where it is reasonable for it to do so. Any replacement student must be approved by QAHA. In the event that QAHA is able to re-Licence the accommodation, you will receive an appropriate reimbursement in respect of Licence fees you have paid, subject to a deduction in respect of any other sums due to QAHA. There is no guarantee

- that any refund will be payable, and the decision made by QAHA regarding any possible re-Licencing and possible refund due will be final.
- b. If notice is given after 18 July 2021, no refund will be payable, and you will be liable to pay for the full Licence term (i.e. all Licence periods).

*(Deposit of £500 needs to be paid within 10 days after receiving the offer.)*

- 17.1 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:
- Less than 30 calendar days after accepting the offer but before 18<sup>th</sup> July 2021, no charges will apply.
- 17.2 Thirty (30) days or more after accepting the offer but before 18<sup>th</sup> July 2021: Deposit becomes a cancellation fee (£500)
- 17.3 Less than 10 days after accepting the offer and after the 18<sup>th</sup> July 2021 but at least 14 days prior to the start of the Licence period: Licence fee pro-rated for 4 weeks
- 17.4 Ten (10) or more days after accepting the offer and/or later than 14 days prior to but at least 1 day before the start of the Licence period: Licence fee for the Licence period.
- 17.5 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).
- 17.6 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 that you will not be taking up your booked accommodation, an administration fee of £500 will be charged.
- 17.7 Cancellation fee must be paid within 14 days of being invoiced.

## **18 COVID-19 Policy**

- 18.1 You must promptly notify:
- a. QAH General Manager and Principal
  - b. Your university / college
- If you are required under current UK Government COVID-19 guidance to shield, isolate or quarantine.
- 18.2 You agree during your Accommodation Period:
- a. To follow the UK Government's latest COVID-19 guidance relating (but not limited) to social distancing, quarantine, and isolation.
  - b. To respect the safety of QAH staff and other people living in your accommodation by making every reasonable effort to minimize the risk of the spread of COVID-19.
  - c. To follow any special rules and procedures relating to COVID-19 whilst residing at QAH (which might include wearing a face covering and gloves)
  - d. To follow any reasonable instructions given by QAH staff relating to how to practice social distancing or isolation in the residence.

18.3 QAH will make reasonable endeavors to ensure that its staff and other residents in the residence abide by the house rules and procedures relating to COVID-19 and the UK Government latest COVID-19 guidance.

#### 18.4 Cleaning and Maintenance

At this particular time, QAH will arrange enhanced cleaning for parts of common areas of the residence that are particularly subject to handling. These enhanced cleaning services may be disrupted due to COVID-19 and you acknowledge that QAH is entitled to withdraw such additional services at any time.

#### 18.5 Events and extra activities

You acknowledge that these additional services may be disrupted due to COVID-19

#### 18.6 Termination

- a. You are reminded that pursuant to clause 9.10a of the Licence Agreement, QAH reserves the right to require you to change rooms within the house for the purposes of good management of the residence. If QAH feels it is necessary to close or change the use of the room in which you are accommodated due to circumstances in any way connected to COVID-19, QAH will make every reasonable endeavor to help you find suitable alternative accommodation.
- b. QAH expects to be able usually to find alternative room within accommodation, but if it closes or changes the use of the room where you have been accommodated and QAH is unable to offer other suitable solution, QAH may terminate your Licence by giving reasonable notice to you.

#### 18.7 Departures before the end of your Licence period

Belongings: -

- a. You are reminded that under clause 12.1 of the Licence, you are required to remove all your belongings from the residence by the end of the Licence period
- b. In the event you absent yourself from your room before the end of your Licence period
- c. You should carefully consider that the COVID-19 situation might change during your absence and result in delaying your return or making your return more difficult.
- d. in the event you are not able to return as planned, you will need to put in place contingency arrangements for removal of your belongings before the end of your Licence; and
- e. QAH reserves the right to require you to arrange and agree a time with QAH for removing your belongings, where his becomes (in the QAH's view) necessary due to the situation regarding COVID-19 at the time (including, but not limited to, situations of localised lockdown).
- f. If you do not remove your belongings before the end of the Licence period, QAH may remove and at our discretion either store or dispose of any remaining belongings and charge any resulting costs to you.

18.8 Accommodation fees

You are reminded that under clause **17.5** of the Licence if you fail to cancel your booking or if you accept an offer of accommodation after 9.00am on the day before the start of the Licence period, you will be liable to pay for the full Licence Fee and you will only be able to terminate the Licence Agreement by following the procedure set out in clause 14 of the Licence (Early termination of the Licence by Resident).

**19 Personal Data Usage Information**

19.1 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](http://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.