

# LIVERPOOL HOPE UNIVERSITY

## Accommodation Contract Termination Policy 2010/11

(where the student applies to terminate the contract)

Approved by: University Council

Date approved: 6<sup>th</sup> July 2010

### 1. Termination Policy Outline

Students are reminded that there is competition for residential accommodation at Liverpool Hope University and that the room they take could easily have been offered to another unsuccessful candidate. Should a student withdraw from the accommodation, then this places a financial burden on the University, since their room is difficult to fill once they have left. In these circumstances, the University has no option but to seek reimbursement to cover any financial losses it may incur by the withdrawal of that student. In practice this means

- i) that the student is liable to pay some of the costs for their early withdrawal, or
- ii) that the University may withhold some or all of the fees paid by that student, or
- iii) that the University may withhold some or all of the deposit paid by that student.

It should be noted that any monies refunded will be returned to the account from which it was received.

If the Student wishes to terminate the Accommodation Contract before the end of the Period of Residence the Student is required to complete an application form and submit it to the Accommodation Manager together with any supporting evidence necessary to prove claims made in the application. An interview with the Accommodation Manager and the support of the Senior Resident Tutor is also required. This is all as a pre-condition for consideration by the University of early termination.

The decision as to whether to allow the Student to terminate the Accommodation Contract shall be made by a Pro-Vice Chancellor, or his/her nominee, at his/her absolute discretion and only in extraordinary circumstances in accordance with this policy [see 2a) below]. If the University decides to allow the Student to terminate their contract, then the provisions of this policy will apply [see 2b below].

If the University decides **not** to allow early termination then the Student will remain liable for the full Accommodation Charge, even if the student relinquishes the accommodation to the University. The Accommodation Charge will not be payable for the period after termination if the Premises are licensed by the University (at its discretion) to a student (who is not already residing at Halls and wanting to relocate) for the remaining Period of Residence.

## **2. Provisions of the Termination Policy**

**a) Extraordinary circumstances** - the provisions of this policy allow for applications to be considered under the following circumstances only:

- where the course of study is terminated or interrupted for any reason and the student is no longer a registered student of the University
- where the course of study is no longer a full time course earning at least 120 credits in a given year
- where the student remains on the course of study but has to return home permanently due to their own a serious illness where daily care is required from the family, or the serious illness of a close family member (Mother, Father or sibling) where daily care has to be provided to that person by the student. This must be supported by medical evidence from a GP or medical consultant confirming the need for daily care
- where the student remains on the course of study but has to return home permanently due to a serious family crisis, such as the death of a parent or sibling, which must be supported by written evidence

Applications based on financial difficulties, loneliness, homesickness or any personal circumstances other than those outlined above, will not qualify for termination.

**b) Charges** - if the University decides to allow the Student to terminate the accommodation contract the following charges will apply, subject to the room being cleared and keys handed back:

<b>Date Application Received</b>	<b>Percentage of Accommodation Charge payable</b>
Between start of contract and 9 January 2011	50%
Between 10 January to the end of the contract	100%

## **3. Procedure**

- 3.1 The student should complete a Termination Application and return it to the Accommodation Office. An interview with the Accommodation Manager will take place
- 3.2 The student should discuss the circumstances relating to the application with a Senior Resident Tutor, who will provide comments/support to the Accommodation Office

- 3.3 If the Student is withdrawing from University, they should meet with an Academic Advisor and complete a 'Registry Withdrawal' or 'Interruption of Studies' form, a copy of which should be given to the Accommodation Office. Such students are strongly advised to discuss the financial implications of leaving with a member of the Finance and/or Student Funds team
- 3.4 The Accommodation Office will confirm the outcome of the application in writing to the student.

#### 4. **Appeal**

If the student wishes to appeal against the decision of the Pro Vice-Chancellor, such an appeal should be put in writing to the Vice-Chancellor & Rector, setting out the reasons for the appeal. The Vice-Chancellor (or a senior officer of the University nominated by the Vice-Chancellor & Rector) will investigate and make a final decision as to whether the original decision was made fairly and in line with this procedure. The appeal will not be an opportunity to introduce new evidence, but will assess whether the original decision was reached fairly.

If the student is still dissatisfied after the Vice-Chancellor's decision, the student would have recourse to the Office of the Independent Adjudicator. Details of this scheme will be given when internal procedures are exhausted.