

Campus Hub Terms and Conditions

At Campus Hub, we look to be as flexible as possible and keep all our clients happy at the same time. However, it is the duty and responsibility of the client to read and abide by these special conditions. The Management of the Residence shall in all cases assume that these mandatory conditions have been read, understood, and agreed to by the client.

Accommodation Fees

Academic/Semester/Long Term Bookings

We require 20% deposit on booking to secure your room and then expect full payment or first two months instalments, one week before check in date.

Monthly Payment terms will be considered for bookings on the following basis:

- 20% Deposit on booking
- First 2 months fully paid one week before check-in
- Monthly payments made starting at the end of your first month residing with us
- A 10% increase will be added when paying in instalments

Short Term Bookings

We require 50% deposit on booking to secure your room and then expect full payment one week before check in date.

Extra Fees

An Environmental Contribution Fee on stays at all types of accommodation will need to be charged. This 'eco tax' will need to be paid on arrival by both long-term and short-term clients at Campus Hub. All clients will be asked to pay 0.50c per day, capped at €5 on check-in if they are 18 or older.

Damage Deposits*

We require a refundable damage deposit on check-in to cover for any potential damages.

Clients spending up to one month will be charged €100

Clients spending up to two months will be charged €200

Clients spending up to three months or more will be charged €350

Deposits will only be refunded once an inventory check is completed and no damages/loss of items/thefts etc are noted. Deposits will also be non-refundable if one of our Terms and Conditions are broken.

Clients who are dismissed before the expiry of their accommodation contract, will not be refunded their damage deposit.

Damage deposits will also be withheld if a student departs early and is still to settle and outstanding debts with us.

Damage deposits are usually refunded within two weeks of departure and any **Bank charges are to be borne by the beneficiary.**

** Can only be paid by bank transfer or cash*

Refunds and Cancellations

Academic/Semester Bookings

Long-term academic bookings will be refunded if cancelled prior to 30 days of check-in date. Any cancellations made within 30 days of their check-in date will not be refunded.

Short-Stay Bookings

The below general conditions apply for cancellation of bookings:

- Cancellations made prior to 30 days before check-in date will receive a full refund.
- Any cancellations made within 30 days of arrival will not be refunded.

Special Circumstances

Special consideration will be given for cancellation of a booking under the below circumstances:

- Rejection of Visa application.
- Failure to obtain the required qualifications to get into your University/Course of choice.
- Serious illness.
- Death of a family member.

Where proof is provided in accordance with these terms and conditions and to our reasonable satisfaction, you will be entitled to cancel the booking and you will not be liable for the contractual obligations within these Terms & Conditions from the date of cancellation. Any decision made is at sole discretion of the Campus Hub Team, on an individual case by case basis.

Covid-19

We understand that these are extraordinary times and aim to be flexible as possible to support our clients.

We will refund all monies paid to us for your accommodation if Government imposes travel restrictions that prevent you from travelling to Malta to take up your place at university. Official written evidence from the university confirming that face to face lectures for your course will not be taking place must be sent to the Campus Hub team before the move-in date.

Alternatively, you may request that the start of your tenancy be put back to the first day of the month in which the restrictions are lifted and you are able to travel to Malta. Please submit your request before the start date.

Health

It is highly recommended that clients choose to disclose any mental or physical illness, allergy, disability, or condition that may impact the wellbeing of any other client or staff member, and that may require monitoring, treatment, or emergency intervention during the client's stay at Campus Hub.

Campus Hub will be as supportive and inclusive with regards any of the above-mentioned conditions and will provide reasonable accommodation to meet all clients' needs. Nevertheless, Campus Hub reserves the right to terminate a client's enrolment if the client's health is questionable and their stay presents a risk to their own, other clients' or staff members' health and safety. Refunds will be provided based on refund schedules as per terms and conditions.

Without prejudice to the generality of this clause, if the College believes that you have contracted an infectious disease, which it believes poses a health risk to other clients, the College may require

you to move to alternative accommodation until it is satisfied that the risk has subsided, and all costs must be borne by the client.

Damages and Alterations to the Property

Damages in or defects to your room, shared common spaces and the residence (whether caused by you and whether in your accommodation or not), must be reported immediately to the Customer Experience team at Reception Block D.

You accept full financial liability for any loss or damage you or your guests may cause to property within your room, common spaces or to the Campus Hub residence including any cleaning costs. This includes but is not limited to any damages to the residence or to the residence fixtures, fittings, and furnishings or to the common parts caused by the client or any clients to the premises, fair wear and tear excepted.

Only Campus Hub employees and contractors are authorized to carry out repairs, maintenance or alterations to the premises or the residence fixtures, fittings & furnishings.

Clients agree and understand not to remove or make any alterations to their room, common shared spaces or the residence and are any fixtures, fittings, or furniture provided by Campus Hub. Additionally, they are not permitted to stick posters/signs or any such items on furniture or on walls. You will be charged for any cost incurred in remedying any damage caused to the painted walls in your room.

Clients are prohibited from bringing large items of personal furniture onto the Residence.

Use of Accommodation

The maximum occupancy of your accommodation is determined at the time of booking, and you shall not exceed this number. The accommodation may only be used for your personal living accommodation and not for business or any other use.

- No pets or other animals may be kept in or around the accommodation.
- 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 seen as a serious disciplinary offence.
- You agree not to sublicense (without our agreement) or share the accommodation, or to allow any clients to stay in the room in your absence under any circumstances (this does not prevent you sharing couple/family/shared accommodation with an individual approved by the Campus Hub Team).

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

Campus Hub Rules

Enforcing discipline within the Campus Hub grounds is primarily the responsibility of the Campus Hub Team. This will include enforcing these conditions in addition to other rules which may apply to your own room/apartment/studio, and which will be provided to you when you have been allocated to a hall/residence or notified to you from time to time.

The following rules are applicable when agreeing to the Campus Hub Terms and Conditions:

- You must observe all fire safety and evacuation procedures in operation within your hall/residence.

- Do not compromise the safety of yourself or others. This includes but is not limited to the following:
 - never prop open fire doors, especially kitchen doors.
 - never tamper with fire safety equipment (which is a criminal offence);
 - never throw or let objects fall from the building or enter prohibited areas of the building.
 - always ensure that the floor in your accommodation is kept free from any obstruction, clutter, or hazard: this is for the benefit of you, your clients and others who may enter your accommodation from time to time; and
 - if you identify any item within your hall/residence which you think is unsafe or may be a hazard, you must contact the hall/residence staff immediately (communal areas are the responsibility of all clients).
- Do not make excessive noise (e.g. playing musical instruments, music systems or amplified instruments loudly, shouting etc.) at any time. Between 23.00 and 07.00 hours, no noise whatsoever should be audible outside your room. Such noise is very disruptive for neighbours both within and outside halls/residences and is regarded as a serious disciplinary matter and as a material breach of this Licence. Maltese law does not permit loud music in a residential area after 23:00.
- Respect the rights and needs of fellow clients and the neighbours.
- Do not leave any external doors open.
- All Campus Hub accommodation is designated as no smoking. Smoking is only permitted in designated external areas.
- Storing or use of petrol, paraffin or any other inflammable liquids or material on the Campus Hub premises can cause major health and safety issue and are strictly forbidden.
- Firearms and weapons (including swords, air guns and air pistols) are strictly forbidden in the halls.
- Bicycles and motorcycles may not be stored anywhere within your accommodation or anywhere within the hall/residence, other than in designated bicycle storage areas. If you do bring a bicycle, we suggest that you lock it with an appropriate D-lock to reduce the risk of theft.
- Cycling, rollerblading and ball games are not permitted in halls/residences or on any Campus Hub footpaths, Piazza or gardens.
- To comply with the house rules as listed in these terms and conditions as well as other rules that could be introduced from time to time.

Expulsion and Early Departures

Clients who depart or are dismissed before the expiry of their accommodation contract, will not be refunded their damage deposit. The client will also remain liable for their full stay.

Any clients who leave the Residence prior to their original departure date, will only be allowed limited access into the Residence except in the case of dismissal where access will be forfeited. Clients would be required to find alternative accommodation at their own expense.

Campus hub reserves the right to end a client's accommodation contract due to their own (and their clients) unacceptable or unlawful behaviour. No refund will be given, and we reserve the right to retain the deposit to be used for any potential damages or claims by others.

Campus Hub has a zero-tolerance policy towards discrimination, bullying and harassment. Discrimination, bullying and harassment of any kind is unacceptable, against the law, and is

unacceptable. We expect clients and their guests to behave in a manner that respects all the other clients living with them.

Inappropriate conduct includes (but is not limited to):

- purposely disrupting other clients and their right to a safe and quiet environment.
- deliberate destruction, misuse, or theft of property of both Campus Hub or other clients;
- violence or threats of violence towards persons or property of clients or staff
- consumption or possession of illegal drugs or substances
- continued ignoring of warnings given by the on-site team.

Electricity

Any electrical appliances brought into a client's room or shared common space, must be vetted by Front Desk, and may only be used once they have received specific approval. Campus Hub reserves the right to refuse permission for you to use electrical items. This includes e-cigarettes and the use of Schuko plugs which are strictly prohibited. [A list of some prohibited items can be found in our FAQ's page.](#)

Campus Hub routinely tests all its own portable equipment. Clients' personal equipment is NOT routinely tested. You might be required to provide the hall/residences staff with full details of any equipment including manufacturer, type of equipment, loading and whether it complies with relevant standards.

It is the responsibility of the client to ensure that appliances are not being used by any other clients not part of their apartment.

Electric fires and heaters must not be used in the accommodation unless provided by the Campus Hub for such use.

Refrigerators are only allowed in kitchens and when permission is given or when provided by the Campus Hub in other designated areas for such use.

You agree:

- Not to plug more than one appliance into one electrical plug.
- Not to plug electrical appliances into light fittings.
- Not to use multiple adaptors in a single socket (as there is a danger of overloading the circuit.)
- Only to use purpose made leads with electric kettles were used in kitchens (which are short and designed to prevent scalding).
- Not to use electrical extension leads.
- Not to interfere with the electrical distribution boards in the hall/residence or attempt to replace blown fuses.
- Never to remove light bulbs from their fittings (report any faults to the hall/residence staff).

The Campus Hub reserves the right to remove, destroy or disable any equipment which it deems unsafe. Where practicable this will be discussed with you before any action is taken.

Overnight Clients

Overnight clients are allowed with prior consent from the Campus Hub team situated at Block D reception. A guest is only allowed to stay for 1 night before payment is then requested. Written permission from a sharing roommate will also need to be granted when a client is in a sharing room or sharing a bathroom with multiple people. Please fill in the Client Permission form [here](#).

If at any point the client's guest is disrupting other clients, they may be asked to leave the residence.

If you have friends and family who are coming to visit then please let us know, and we can assist you with arranging accommodation for them.

Please note that you would be held liable for any damages or actions of your clients.

Due to COVID-19, we may need to make changes to our client policy in accordance with Government guidance.

Room Changes

Whilst we will make every effort to accommodate any change requests this cannot be guaranteed and is not always possible.

When this is possible, there will be a charge of €50 unless the change request is to an upgraded product where a new invoice will be issued for the change of price.

No refunds will be issued if you decided to downgrade your room to a cheaper option.

Cleaning

Housekeeping will be scheduled weekly and will only include surface cleaning of all common area spaces and bathrooms on the condition that these are found to be in a tidy state.

Bed linen and towels are the responsibility of the clients to wash and change.

Short term clients will have a weekly clean and linen change included with their price.

Basic cleaning materials such as a broom and bucket will be provided in the kitchens, but consumables will need to be purchased by clients. Each block has several vacuum cleaners that may be borrowed.

Garbage collection plans and times will be provided and need to be adhered to.

Campus hub offers an ad-hoc cleaning service at an extra charge which includes full bedroom and personal spaces cleaning as well as a change of linen.

Before departing, bedroom, bathroom and kitchen are to be cleaned and cleared of all personal belongings. Failure to do so will incur a cleaning charge of €50.

Moving out

Clients agree to remove all personal possessions, to leave the premises and room's fixtures and fittings in good condition and return the keys of the premises to the reception desk by 10 am on the day the contract expires.

The management accepts no responsibility for anything left on the premises by the client at the end of the contract and may charge for the cost of disposal of any items left behind.

Insurance

It is the Client's obligation to ensure that he/she is in possession of an insurance policy that covers civil liability and third-party liability as well as a health insurance cover. Clients must be in possession of a valid European Health Insurance Card and/or a **private insurance cover that can be added on to your booking.**

Access

Clients must allow access to the Campus Hub employees to provide the services detailed in this agreement and to allow the Residence employees, or contractors acting on behalf of the Residence, access at all reasonable hours of the daytime to inspect the condition of the premises or to carry out repairs or other works to the premises or adjoining property.

Data Protection

Client information provided to Campus Hub will be collected, held, and processed securely to meet its obligations under the purposes stated in data protection registration and the national data protection laws. Campus Hub may disclose appropriate personal data, including sensitive personal data of any specific nature, to relevant parties where there are justifiable reasons to do so and where disclosing such information complies with national privacy laws.

Photography & Filming

Campus Hub may occasionally arrange to record, photograph, or shoot video footage for its promotional purposes only, both printed and online. Clients who do not wish to participate should indicate this of their own accord in writing to the Customer Experience Team and additionally, state at the time of the recording, photographing or video shooting they do not wish to participate.

It is the client's responsibility to absent themselves from the photograph/video, if clients do not wish to be included in these

Liability

Campus Hub and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law.

Campus Hub shall not have any liability to you for any loss, damage, costs, expenses, or other claims for compensation arising from any information or instructions supplied by you which is, or are incomplete, incorrect or inaccurate.

Campus Hub will not be liable if any service contracted to be supplied by Campus Hub becomes impossible to supply for any reason or any cause outside the control of Campus Hub.

Force Majeure

Campus Hub will not be liable for any failure or delay in performing an obligation under these terms and conditions that is due to any of the following causes (which events and/or circumstances are hereinafter referred to as "Force Majeure"), to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, civil commotion, breakdown of communication facilities, breakdown of web host, breakdown of internet service provider, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or energy; For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in the market prices or conditions, or (c) a party's financial inability to perform its obligations hereunder.

Covid-19

Your health, safety and wellbeing are our number one priority when living at Campus Hub. Any local Government guidelines will be followed at Campus Hub with the latest ones found [here](#).

You must promptly notify the Campus Hub Team for guidance if you have symptoms of, or suspect you may have, COVID-19 or if at any point you are feeling unwell.

You must immediately let the Campus Hub Team know if you are required under current Maltese Government COVID-19 guidance to isolate or quarantine. If at any point you are required to quarantine, then you may have to move into a temporary single en-suite room and any price supplements must be paid in advance.

You agree during your Accommodation Period:

- to follow the Maltese Government's latest COVID-19 guidance relating (but not limited) to social distancing, quarantine, and isolation.
- to respect the safety of Campus Hub staff and other people living in your accommodation by making every reasonable effort to minimise the risk of the spread of COVID-19.
- to follow any special rules and procedures relating to COVID-19 for your accommodation/hall which you are notified about (which might include a requirement to wear a face covering); and
- to follow any reasonable instructions given by Campus Hub staff relating to how to practice social distancing or isolation in your accommodation/hall.

The Campus Hub will make reasonable endeavours to ensure that its staff and other clients in your accommodation/halls abide by the Campus Hub's rules and procedures relating to COVID-19 and the Maltese Government's latest COVID-19 guidance.

I, _____ confirm that these conditions have been read, understood, and agreed to.

Date

Signature