

## **Terms and Conditions**

**PLEASE READ THESE TERMS CAREFULLY BEFORE USING THIS SITE.**

**These terms and conditions relate to your reservation of a room in halls of residence owned by DMU or one of our partner organisations as listed on our website which we refer to as a 'Provisional Booking'.**

**When you make a Provisional Booking on our website, you will be asked to tick a box to accept the online booking Terms and Conditions. You will not be able to complete your Provisional Booking unless you do this. By ticking in the box this confirms that you have read and accepted these terms. We strongly recommend that you read the terms before accepting.**

**If you do not accept the Terms and Conditions, please discontinue using our booking website.**

The first stage of completing your room reservation will require you to make a Provisional Booking and an initial Booking Payment of £200.00 The booking process is only completed when the Provisional Booking is subsequently confirmed.

### **1. DATA PROTECTION – YOUR DATA AND RIGHTS**

1.1 Under the terms of the Data Protection Act 2018, The General 0 -1.15 To5.1on AiATt cionalti

your accommodation application we will also **need to share your personal data with them** so that the Partner Provider is able to process your accommodation offer.

1.6 We will not transfer your personal data outside of the UK or countries deemed inadequate by the UK.

1.7 The Data Protection Legislation gives you the right to access information held about you. Questions, comments or requests about your personal data can be sent to [dpo@dmu.ac.uk](mailto:dpo@dmu.ac.uk)

1.8 Our Privacy Notice explains how we process personal data and your rights and can be found at the following link <https://www.dmu.ac.uk/policies/data-protection/data-protection.aspx>

1.9 DMU will retain your data for 6 years from application and then will securely delete it from its systems.

## **1. Accommodation Prices**

- a) Please note the Provisional Booking is for your room only. Separate terms and conditions apply for other services i.e. internet and laundry services
- b) The rate for each room is as published on our website at the time of your Provisional Booking
- c) For the avoidance of doubt all room prices are per room, per week and for the contract period stated for your chosen Hall.

## **2. Making a Provisional Booking**

- a) You must make an initial payment of either £200.00 at the time of making your Provisional Booking (hereinafter referred to as “a Booking Payment”). Please see Section 3 of these terms and conditions for further details of the Booking Payment.
- b) The Booking Payment must be made within 24 hours of the booking request otherwise the booking will be cancelled. The payment can be made using a debit or credit card via our online payments page.

If you are unable to pay the Booking Payment via a debit or credit card then you must contact DMU’s Accommodation Office to make alternative payment arrangements.

### **3. Payment**

- (i) The Booking Payment of £200 is allotted as follows:

#### **Advance Rent Payment**

#### 4. Confirmation of Booking

- a) All students will need to confirm their bookings within the following deadlines as:

<b>Date of Booking</b>	<b>Confirmation Deadline</b>
Prior to 23 <sup>rd</sup> July 2024	30 days
23 <sup>rd</sup> July 2024– 14 <sup>th</sup> August 2024	22 <sup>nd</sup> August 2024
On or after 15 <sup>th</sup> August 2024	7 days

- a) Cooling off period.
- a. Unconditional Firm students, 14 days from the completion of the relevant tenancy documents.
  - b. Conditional Firm students, 14 days from the date your status changes to Unconditional Firm.
- c) Failure to meet the deadline will result in cancellation of the booking. Email confirmation of the cancellation will be sent to the email address you have provided.
- d) Upon confirmation of your Provisional Booking, you are committed to a Hall of Residence and further rent payment will be due as per the payment schedules and guidelines specified in the contract. Please note this may require further rent payment in advance of your arrival at the University.

#### 5.



- h) The Guarantee of University-sourced Accommodation for International Students is only valid subject to fulfilling the terms of the guarantee in their entirety.
- i) Meals are not included in the room price.
- j) Students must update any changes in personal contact information (telephone – landline, mobile telephone and e-mail address) as soon as possible and the University will not be held liable where the student fails to do this.
- k) DMU does not pass on your personal details for marketing purposes to any third parties.
- l) Throughout the duration of your contract the private accommodation provider and DMU will share relevant information in respect of your welfare, behaviour and enrolment status as necessary.
- j) Any accommodation booking made via the DMU website is always subject to availability and business requirements. The University will designate rooms based on geographical student accommodation requirements. These designations are based on predicted forecasts which can fluctuate regularly allowing the university to remain agile in order to meet student requirements.

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## Contact Details

Telephone: +44 (0) 116 257 7577

Email: [accommodation@dmu.ac.uk](mailto:accommodation@dmu.ac.uk)