

### **(Agreement\_13)**

**Question 1:** How much is the Deposit?

**Answer** : £250.

**Question 2:** What are the required documents I need to check in?

**Answer** : a) a copy of your passport or government-issued ID or other form of identification (e.g. National Insurance number) and, if required to enter the UK, a valid visa stamp; and

b) your UCAS or other student ID number verifying that you have been accepted on a course of study.

**Question 3:** I am 17 years old, could I reserve a room?

**Answer** : If you are under 18 you must involve a parent or guardian when making a Reservation.

**Question 4:** What will happen if the room type I requested is no longer available?

**Answer** : If for any reason the room type you requested is no longer available we will at our discretion either:

1. offer you alternative, suitable room type (where this is possible); or
2. decline your request and add you to our waiting list.

**Question 5:** How will I pay the Payments?

**Answer** : Payments in respect of any Instalment must be made by bank transfer, Pay To Study, debit or credit card, or any other method as prescribed by the Licensor from time to time.

**Question 6:** Could I change method of payments?

**Answer** : If you wish to arrange an alternative method of payment, you must log-in to your account with the secure payment gateway (set up when the Initial Payment is paid) and change the payment details manually.

**Question 7:** If I submit a Late Application, when I could have a Booking Confirmation?

**Answer** : When we have received your first Instalment in accordance with Clause 5.2, and the payment has been cleared, we will then send you a Booking Confirmation.

**Question 8:** When should I pay the Deposit?

**Answer** : In advance on the Check-In Date you will be required to pay the Deposit.

**Question 9:** Could I use the room for business issues?

**Answer** : use the Room for residential purposes only.

**Question 10:** Could I park my car in the accommodation?

**Answer** : not apply for a parking permit nor park any car or vehicle in any parking space in or neighbouring the Location unless such car parking space has been allocated to the Room.

**Question 11:** Could I have my birthday party in the accommodation?

**Answer** : not without consent of the Facilities Manager hold parties or meetings of more than ten (10) people anywhere in the Location.

**Question 12:** Could I keep my bird in the accommodation?

**Answer** : not keep any animal(s), birds, reptiles or pets anywhere in the Location.

**Question 13:** What time at the End Date day should I vacate my room?

**Answer** : as soon as possible and in the event by midnight on the End Date vacate the Room.

**Question 14:** Is it allowed to leave some personal items in my room and collect them after the End Date?

**Answer** : any belongings remaining in the Room or the Location after the End Date shall be treated as having been abandoned and will be removed, destroyed or disposed of them as the Licensor wished.

**Question 15:** At the End Date, I vacated the room then left the accommodation very fast to catch my trip and forgot to return all the keys and cards to the location, could I send them by DHL?

**Answer** : Until all keys, swipe cards and/or fobs to the Location and the Room are returned, the Residence Fee will continue to be payable.

**Question 16:** By whom will the rubbish be removed from Shared Areas?

**Answer** : The Licensor will provide periodic cleaning of and removal of rubbish from the Shared Living Areas.

**Question 17:** How many days is the grace period to pay any payment?

**Answer** : 14 days.

**Question 18:** What will happen if I changed my course to a part time instead of full time mode?

**Answer** : The Licensor is entitled to terminate this Residence Agreement.

**Question 19:** If the Licensor terminated the residence Agreement for any reasons, is there any refund?

**Answer** : Any refund to which the Student is entitled will be determined in accordance with the Refund Policy.

**Question 20:** Where are the locations of Scape accommodations?

**Answer** :

**1- Scape Mile End**

**Location Address:** Scape Canalside, 25 Bradwell Street, London, E1 4GT

**2- Scape Canada Water**

**Location Address:** Scape Canada Water, Maple House, Canada Water, 1 Maple Avenue, SE16, London

### **3- Scape Shoreditch**

**Location Address:** Works House, 45 Brunswick Place, London N1 6DX

### **4- Scape Guildford**

**Location Address:** 1 Kernel Close, Walnut Tree Close, Guildford GU1 4UD

### **5- Scape Wembley**

**Location Address:** Scape House, Fulton Road, Wembley, HA9 0TF

### **6- Scape Bloomsbury**

**Location Address:** 19-29 Woburn Place, Kings Cross, London, WC1H 0AQ

### **7- Scape Kings Cross**

**Location Address:** 30 Thanet Street, Saint Pancras, London, WC1H 9QH

**Question 21:** Could I have visitors after midnight?

**Answer** : (unless prior specific arrangements have been made with the Residence Management) ensure that all visitors leave the Location before midnight.

**Question 22:** At the End Date I returned all keys, swipe cards fobs to the Property Manager except my car park sticker because I lost it at the same day, should I pay for that?

**Answer** : pay the Licensor a reasonable administrative/replacement charge on demand (calculated at the absolute discretion of the Licensor) for any such item not returned.

**Question 23:** Will I be charged for terminating this agreement by providing a replacement student?

**Answer** : the Student will be liable for all reasonable administrative charges incurred in connection with Paragraph 6.2.1, being £300.00.

**Question 24:** Remaining 7 weeks in the Resident Agreement, and I have a suitable Replacement Person, could I request terminating this agreement?

**Answer** : the Student agrees to waive their right to terminate after eight weeks before the End Date, beyond which no Suitable Replacement Person will be accepted and the Student remains liable for all sums due (including outstanding Instalments of the Residence Fee) for the remainder of the Duration.

**Question 25:** When will I get back my deposit?

**Answer** : As soon as reasonably possible after the end of this Residence Agreement and upon receipt of the duly completed room Inventory, the Licensor will inform the DPS to pay to the Student a sum equal to the Deposit less any deductions made.

**Question 26:** Could I be moved to another accommodation during the Duration?

**Answer** : The Licensor reserves the right at any time during the Duration to move the Student to alternative accommodation provided that:

1. the Student is given reasonable notice;

2. the alternative accommodation is not materially less suitable than the Room; and
3. the Student will occupy the alternative accommodation on the terms of this Residence Agreement so far as relevant.

**Question 27:** Does the rent include VAT?

**Answer** : All amounts payable by the Student pursuant to this the Residence Agreement are exclusive of VAT chargeable in respect thereof, and the Student shall in addition pay any VAT chargeable thereon pursuant to applicable law and/or statutory regulation.

**Question 28:** What does Cooling- Off Period mean?

**Answer** : Cooling- Off Period between the dates of 1st November to 30th June, means seven (7) days after the Initial Payment has been made and a Booking Confirmation has been received. Between the dates of 1st July to 31st October, means forty eight (48) hours after the Initial Payment has been made and a Booking Confirmation has been received.

**Question 29:** Could I cancel my reservation?

**Answer** : You may cancel your Reservation by notifying us in writing by email to the Location email address as set out in the Details List at any time within the Cooling-Off Period.

**Question 30:** What is the End Date of this Resident Agreement?

**Answer** : 09-Sep-2023.