

RESIDENTIAL SCHOOL ON-CAMPUS ACCOMMODATION TERMS AND CONDITIONS

Confirmation of Booking

Accommodation will be offered on a first-come first-served basis.

Preference is given to students requiring accommodation for three or more nights.

Accommodation will only be provided where payment has been made in full.

Please ensure that you are familiar with the Rules of Residency before arriving at the Residential Colleges. The rules are available online at <http://www.usq.edu.au/accommodation/apply/rulesofresidency.htm>

Arrival

Students who have confirmed on-campus accommodation can book in at the Administration Office, McGregor College, Baker Street, Toowoomba.

Booking-in can only be provided at the times indicated on the confirmation letter.

If you are unable to make your travel arrangements to coincide with the booking in times, contact the Administration Office as soon as possible to make alternative arrangements.

Departure

On the day of your departure, please **vacate your room and return your key** to the College Office by no later than **10.00am**, as the late departure fee is an additional night's accommodation charge.

A replacement key charge of \$250.00 applies to anyone not returning their key on departure.

Luggage can be left at the Heathwood Room, McGregor College until 4.30pm (Monday to Friday). Please ensure that your bags are clearly marked with your name and address.

Facilities

The Residential Colleges are purpose build accommodation for students wishing to study on-campus and provide the following facilities:

Bed, towels, soap, linen, bedspread, pillow and two blankets.

Telephone (use pre-paid phone cards for external calls), writing desk, chair, desk light, bed light and mirror; book case and a cupboard; electric heater and power point

Rooms are serviced weekly including laundering of pillow covers and sheets

Laundries are provided for each residential block and includes coin operated washing machines and dryers plus electric irons and ironing boards

What to Bring

You should bring:

Warm clothing as Toowoomba weather is often unpredictable.

Personal toiletries, washing powder, pegs, and alarm clock.

Meals and Meal Times

The Colleges provides:

Breakfast, lunch and dinner every day (you will be advised of times upon arrival)

Mid-week, students are provided with the ingredients to make their own lunch at breakfast time.

Record details of any medical dietary needs on your accommodation booking form in the 'Special Requirements' section and ask the kitchen staff when you arrive for meals.

Credit is not available where meals provided are not availed of.

Student Network

You may gain access to the USQ Student Network by going to the Computer Labs in K Block, or the Library. With your own computer, you may also access the network from your bedroom by following the Instruction Leaflet available from the College Office. College Office Staff are unable to provide individual support to short stay residents. If your student quota is exceeded, costs will be incurred.

Refunds and Cancellations

If your application is received after all rooms have been filled, your payment will be refunded in full.

All cancellations will incur a \$27.50 administration fee.

Any student who cancels their booked accommodation less than 24 hours prior to their arrival will receive a refund less the cancellation fee and one night's accommodation. If vacating early, at least 24 hours notice of the cancellation is required to be able to receive a refund.

The only exception to this rule is where the Faculty alters or cancels the program in circumstances beyond the control of the student. If this happens, please advise the Accommodation Officer, in writing, and provide relevant documentation.

Refund claims cannot be entertained for students who do not arrive and have not advised of cancellation prior to commencement of the Residential School.

No refund claims will be considered for accommodation cancelled whilst at Residential Colleges unless a written claim is received before the completion of the accommodation period booked.

Any requests for a refund will only be considered upon receipt of a written claim.

Check that your accommodation dates coincide with your academic registration dates