



TEMPORARY ON-CAMPUS ACCOMMODATION TERMS AND CONDITIONS

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/current-residents/forms>

Arrival

Students who have confirmed on-campus accommodation can book in at the Administration Office, McGregor College, Baker Street, Toowoomba between 1.00pm and 5.00pm.

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**. **Late checkouts can be arranged by booking and paying for an extra nights accommodation subject to availability.**

A replacement key charge of \$300.00 applies to anyone not returning their key on departure. Should there be any missing items or damages in the room upon your departure, you will be invoiced accordingly.

Facilities

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

Bed, towels, soap, linen, bedspread, pillow and two blankets are provided but if you wish to bring your own towel, please do not bring along a white or pale coloured towel.

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 as well as personal toiletries, washing powder, pegs, and alarm clock.

Meals and Meal Times

The Colleges provides:

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

If you have not recorded details of any medical dietary needs on your accommodation booking form in the 'Special Requirements' section please advise us of these prior to your arrival and then 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 the Hub. You will have access to the wireless network on your arrival but you may also access the network from your bedroom by completing a Application for Internet access form and following the Instruction Leaflet available from the College Office. College Office Staff are unable to provide individual support to short stay residents.

Refunds and Cancellations

All cancellations will incur a \$38.50 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 you change your arrival date, please advise us of this at least 24 hours prior to the original date of arrival.

If vacating early, at least 24 hours notice of the cancellation is required to be able to receive a refund.

Refund claims cannot be entertained for students who do not arrive and have not advised of cancellation prior to commencement of their expected accommodation.

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.

USQ collects your information for purpose of providing products and services selected by you through your learning journey. Not all information is personal information under the Privacy Act 2009 (Qld). To comply with legal and administrative obligations information may be disclosed to Commonwealth and State agencies. Personal information will not be disclosed to third parties other than approved educational services agent, partner or organisation who provides sponsorship to you for your studies, without your consent unless required or permitted by a law. Where we disclose to a third party we endeavour to ensure they are bound by the same requirements as USQ with respect to personal information. Transfer of personal information outside Australia may occur. You have the right to access your personal information and if you wish to inquire about the handling or seek access to your personal information you can contact the USQ Privacy Officer (privacy@usq.edu.au).