

Code of Conduct for University of the Arts, London Students Staying in London School of Economics and Political Science Halls of Residence

Introduction

The basic principle behind this Code of Conduct is that living in Halls of Residence Accommodation is a communal activity.

The aim of this document is to ensure that all residents are aware of their rights, and fulfil their obligations with respect to the rights of other residents. This code of conduct applies in addition to LSE's standard terms and conditions.

Check-In

You can check-in from 3.00pm on the scheduled date of arrival. On certain key dates we may have to postpone check-in until a later time. Please inform us if you intend to arrive later than 8.00pm so that we can hold your booking.

Registration

All guests are required to sign a Registration Card on arrival. The guest must carry the card on their person at all times, as a form of identification. The card must be shown to the Reception, Security and Restaurant Team, in order to retrieve any keys left behind the reception, to gain access to the building and obtain any meals included in the terms of the reservation respectively. LSE has the right to refuse any service requested, if the guest fails to present the Registration card upon request.

If a guest loses the Registration card then they will be required to purchase a new registration card at a cost of £5.00, in addition to the cost of the number of remaining meals.

Should you lose your room key you will be charged for its replacement at a cost of £3.00 a time.

Check-Out

You must check-out before 10:30am on the scheduled date of departure. If you fail to check-out by the stipulated time, you will be charged the equivalent to the standard rate at that time, for one night's stay for the applicable room(s). Under these circumstances we also reserve the right to remove your property from your room(s) without notice and place it in commercial storage at your cost.

If your booking consists of several adjacent reservations you will be asked to check out (10.30am) and check in (3pm).

We normally offer baggage storage. Baggage is left on customers own risk and we don't accept any liability to damage or lost belongings. This service may not be available on some days.

Unacceptable Behaviour

Action by guests that is deemed to be unacceptable will be dealt with through disciplinary measures which may include fines and/or exclusion from the residence. Unacceptable behaviour can be defined broadly under the headings of (1) Damage to Property and (2) Anti-Social Behaviour, including Illegal and Criminal Acts.

Damage to Property

“**Damage**” includes making a mess as well as actual physical damage. Where an individual or individuals can be identified as having caused the damage, they will be charged the cost of repairing the damage (plus a fine in some cases, depending on how the damage was caused).

Residents must notify any damage, breakage and deficiency within the residence within 24 hours of discovery to the reception desk. Residents will be required to pay for damage, breakage and deficiency for which they are held responsible and will be reported to their course organisers.

Anti-Social Behaviour

Alcohol-related offences. Excessive consumption of alcohol by some guests is a cause of many problems. Getting drunk is not in itself in breach of the Code of Conduct, but actions committed under the influence of alcohol may be and they can be considered anti-social. **Alcohol consumption is not permitted in the public areas of the hall.**

Policy on noise. Silence hours operates from **11:00pm to 8:00am**. Please refrain from making unnecessary noise as this might disturb other residents and result in reporting to the local authority. LSE Staff will always seek to minimize noise during these hours.

Policy on Aggressive Behavior. This is often the effect of drunkenness and ranges from verbal aggression and swearing at other guests and members of staff to fighting or other forms of physical aggression. This offence is difficult to quantify, as it depends on the degree of aggression and the context; but even a first offence might lead to eviction from the hall.

Policy on Drugs. The possession of, use of and/or dealing in drugs are all are offences that will lead to eviction from the hall and those offending will be reported to the police.

Sexual Offences and Rape. These offences are treated extremely seriously, and allegations will always be passed to the police.

If you have any problems with other guests during your stay, you should report it to the front of house staff as soon as possible and they will follow up all problems accordingly.

Any problems caused or experienced by UoA London students will be referred to your course organisers, who may also wish to follow up with their own disciplinary procedures.

Fire Alarms

The fire alarms are tested at 11am every Monday, if the fire alarm sounds at any other times it **must be assumed that there is a fire** and all residents must **evacuate immediately**. Residents must ensure that they read the fire instructions posted in their room and make themselves aware of the fire assembly location.

Any resident who tampers with fire detection equipment or fire extinguishers is likely to be expelled from the hall. Causing a fire alarm activation without a proper reason may lead to a fine, or other disciplinary procedures

Smoking

There is a no-smoking policy in operation across all LSE buildings, including all Accommodation. Smoking is banned in all areas, including individual Premises, common areas, gardens or pavements immediately outside all Accommodation.

Smoking in no-smoking areas is a serious offence, and may cause a fire hazard. Smoking offences will cause disciplinary action to be taken, and may result in a fine or expulsion from the halls.

If you have any problems with other guests during your stay, you should report it to the front of house staff as soon as possible and they will follow up all problems accordingly.

Any problems caused or experienced by University of the Arts London students will be referred to your course organisers, who may also wish to follow up with their own disciplinary procedures.

We hope you have a pleasant and comfortable stay with LSE, and if you have any queries please do not hesitate to contact us by phoning '0' from you room during your stay or visiting reception. Full contact details for all LSE residences can be found online at www.lsevacations.co.uk/contact.