



Vacation Accommodation

17 June 2018 -
15 July 2018

Student Information Booklet

USE LESS
THAN 50L PER
DAY PER PERSON
IN TOTAL!

#SlowTheFlow

 UNIVERSITY OF CAPE TOWN
UNIBESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

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1. Vacation period: 17 June 2018 to 15 July 2018

An application form must be completed for all Vacation Accommodation (Vac Acc.) bookings. Successful applicants will be accommodated in a vacation residence, which may not be the accommodation you occupied during the year.

NB: Vac Acc. will NOT notify you of your booking status.

2. Only Catering options are offered in the June/July vacation period.

NB: Students are to bring own bedding, towels and cleaning materials (for catering & self-catering) and cooking utensils (for self-catering) options.

2.1. All accommodation is allocated **on a first-come-first-served basis.**

2.2. Take careful note of opening and closing dates for Vac. Acc. stays.

3. Categories of students applying for vacation accommodation

3.1. Academic Bookings

This is for all students staying in Vac. Acc. for academic reasons. In order to qualify for academic rates you must comply with the following criteria:

3.1.1. You must be a registered UCT student.

3.1.2. Your fee account needs to be in good standing. Vac. Acc. office may not be able to debit a fee account with any new charge where there is a large fee debt already existing at the end of the year.

3.1.3. Written proof of your need to stay on in Vac. Acc. for academic reasons. The written proof is obtainable from your faculty, academic department or course supervisor. This letter must comply with the following requirements:

- Be on an original letterhead and be signed by a permanent staff member in an academic department. Photocopies will not be accepted.
- Academic letter of proof must contain the following information:
 - Name of student
 - Student number
 - Reason for staying
 - Arrival and departure dates when accommodation is required
- All information must be clearly legible.
- An email can also be sent to the Vac. Acc. office by the staff member in the place of the letter.

3.1.4. Where a class is required to stay after the official residence closing date or register early for academic reasons, the academic department can send an electronic download of details of all students needing accommodation to the Vac. Acc. Office.

3.1.5. Where your academic department has indicated that you are required to stay in vacation residence after the 17th June 2018 please indicate clearly on your form. Where possible, request the departmental secretary to send Vac. Acc. office a memo that they will pay for your accommodation and meals (if required).

NB: The Vac. Acc. office will allow one day on either side of actual stay to be incorporated into the academic accommodation charge. For example, if your course is from 18 June 2018 – 12 July, you may arrive on 17 June and depart on 13 July. If you arrive earlier or stay longer than one day, it will be billed at personal rates and you will be required to pay all costs upfront. (See paragraph 5: payments).

Financial Aid students must consult Financial Aid office for clarity on settlement of accommodation cost.

'General Academic' may only be considered for academic reasons related to an extension of the course, to undertake particular coursework under planned academic supervision programme. Anything else is **Personal** reasons. Accommodation must be paid for upfront.

3.2. Personal Bookings

- 3.2.1. Applies to all students that do not qualify for academic rates i.e. graduating students, students working in Cape Town and students staying for holiday.
- 3.2.2. All accommodation costs must be paid up front at the Vac. Acc. office.

4. Payments

4.1. Academic Bookings

All academic bookings are charged to the student's fee account.

4.2. Personal Bookings

All personal bookings need to be paid for upfront. Payments can be made using the following methods:

- 4.2.1. At the Vac. Acc. office by credit or debit card. Cash payments will NOT be accepted at the Vac. Office or at any residence – no exceptions will be made.
- 4.2.2. Direct bank deposit / EFT. Proof of payment must be handed or scanned (contacts below) to Vac. Acc. office.

E-mail address: vac-accom@uct.ac.za

Bank details:

Account Name : University of Cape Town
Bank Name : Standard
Account Number : 071 482 458
Branch Code : 25009
Swift Code : SBZAJJ
Branch Name : Rondebosch
Reference : Student Number

5. Catering services / Meal cards

- 5.1. The value of a meal ticket is equivalent to its cash value; therefore take good care of all meal tickets issued.
- 5.2. No refunds for unused meal tickets can be given under any circumstances.
- 5.3. If a student loses a meal ticket, he/she will be charged for the replacements according to our individual meal cost. The Vacation Accommodation office cannot be held responsible for replacing lost or stolen meal tickets.
- 5.4. Meal options can only be cancelled within 48 hours of arrival date as indicated on your completed booking form submitted to the Vacation Accommodation staff. The 48 hour notice period excludes weekends / public holidays.
- 5.5. Each student is only allowed to change his/her meal option **once**. A meal option change form must be completed at the Vacation Accommodation Office and the old meal card must be returned to the office before the process can be completed.

6. Changing of bookings

- 6.1. For any date changes you will need to complete a date change form i.e. a separate form which will be available at the Vacation Accommodation Office.
- 6.2. Each student is only allowed to change his/her dates up to an absolute maximum of **two times**.

7. Cancellation of bookings

- 7.1. All bookings should be cancelled in writing 48 hours before your expected arrival date as specified on your booking form, otherwise you will be liable for a 'no show' charge (see clause 8.1 below).
- 7.2. All correspondence must be e-mailed, faxed or hand delivered in person to the Vacation Accommodation Office.

8. Failure to cancel bookings

- 8.1. Any late cancellations or failure to notify the Vacation Accommodation office will result in a three night accommodation charge, which will be debited to a fee account. All meals that were not cancelled will be charged for this duration:

- The entire period you were not in residence
- 48 hour notice period to the caterers from the time the Vac. Acc. office receives written proof of your cancellation:

For example, you book from 02 December 2017 to 03 February 2018 for a catering residence with 3 meals a day. You depart on 18 January without informing the Vac. Acc. office and do not sign out of residence and you only cancel in writing on 25 January. Your fee account will be billed for the following charges:

- 3 nights' accommodation charge i.e. 02 December to 5 December.
- 14 day meal charge i.e. 8 December – 21 December plus 48 hour notice period to caterer.

- 8.2. Telephonic changes to the original booking dates **cannot be accepted as written proof is required**.
- 8.3. Should you be in a Vac. Acc. residence and wish to cancel, a 48 hour notice should be given. Failing to do so, a 3 day cancellation fee will be charged to your fee account, i.e. if you cancel on the day you are departing, a three day cancellation fee will apply.
- 8.4. If you fail to sign out of the Vacation Accommodation register you will be charged as if you had booked for the entire vacation period unless absolute proof can be provided that you left the residence on the day you originally indicated you would.

9. Arrivals and Departures

- 9.1. You have to report to the reception desk at the allocated residence and complete the sign in register on arrival. **NB:** Vac. Acc. office will not be responsible for errors if you do not complete the register clearly and legibly.
- 9.2. On your departure, it is important that you sign out on the register. Failure to do so will lead to your fee account being billed right up to the start of the 17 July 2018 semester.

PLEASE NOTE: All fields on the register need to be completed clearly and correctly. It is your responsibility to ensure that your arrival and departure dates are correct and that you sign in the signature field as you will be charged for the dates reflecting on the register. Should you not complete the departure date, Vac. Acc. office reserves the right to charge your fee account until the official move out date in vacation residence.

- 9.3. It is your responsibility to make sure of the official opening and closing dates of the residence term.
- 9.4. Check in advance which residences will be open for the vacation period.

10. Early Arrivals (no advance notice given)

- 10.1. Doorstep bookings will only be accommodated in a residence where space is available. If all the vac. residences are full, you will need to find alternative accommodation off campus. Off-campus accommodation office can be contacted on 021 650 4934 or at ocsas@uct.ac.za or Masingene Building, Middle Campus.

11. Late Arrivals (no advance notice given)

- 11.1. Students who arrive later than the date specified on their booking form and do not inform Vac. Acc. office in advance, will be charged for all meals and accommodation booked. (Refer to clause 6 above on how to go about making changes to your original booking).

12. Student Housing Residence Rules

- 12.1. Students are reminded that the same students' residence rules as in the General Rules and Policies Handbook 3, 2018 and in particular R2 and related sub-sections as well as R3 and related sub-sections remain in force during the vacation periods. When students engage in social gatherings in their rooms and play loud music, etc. which results in complaints from their neighbours (R20.9 and related sub-sections) he/she will face disciplinary action from the university, and where all else fails may be required to vacate his/her room and seek alternative accommodation off campus for the remainder of the period.
- 12.2. On signing an application form for vacation accommodation, students also agree to vacate their rooms by the departure date indicated on the booking form or the "date change" form. (Special departure date applies to non-residence students booked right until the last week prior to residences officially opening for the new semester. Inquire at the Vacation Accommodation Office for more details).
- 12.3. Students are reminded that they are still subjected to the rules of the vacation residence Warden or his/her designated nominee (R12 and related sub-sections).
- 12.4. Students are reminded to leave rooms clean and tidy otherwise they will be required to pay excessive cleaning charges.
- 12.5. A laundry facility will be available during the Vac. period and a TV lounge will be made available for student use.

13. Office hours for booking enquiries

- 13.1. Week Days
 - 08:30 - 15:30. This is subject to change as workload dictates.
- 13.2. Weekends and Public Holidays
 - Closed - Except for start of vac and closing of vac.
 - If you arrive on a weekend or public holiday with no booking, you would need to proceed to a vacation residence and a vacation assistant or receptionist will contact the Night Manager to assist you. The contact details are: Night Manager **082 411 8344** or speed dial **8657**.
 - If accommodation is fully booked, you will need to find alternative accommodation off-campus.
 - Confirmed bookings: On arrival in Cape Town, you will be able to sign directly into your designated vacation residence. A residence staff member, vacation assistant or receptionist on duty will assist you in this regard. A 24/7 reception service is available.

14. Security

- 14.1. Students are reminded to bring their own good quality (durable) padlocks with which to lock their rooms.
- 14.2. Please keep your padlock key in a safe place at all times.
- 14.3. Where you make use of a security coded swipe card to get in and out of the residence, please keep this card in a safe place and don't lend it to anyone.
- 14.4. The Residence Access Security System information will be displayed on the residence notice board.

15. Disclaimer

- 15.1. Each person who enters and/or stays on the University's premises does so at his/her own risk.
- 15.2. The University shall not be liable for any of the following:
 - 15.2.1. Loss of or damage to property of any nature owned by whomever on the University's premises.
 - 15.2.2. For any injury, disablement or death caused to anyone who ever on the University's premises howsoever such damage, loss, injury, disablement or death may be caused, or whenever it is occasioned by the Act, omission or negligence (gross or otherwise) of any employee or office holder of the University or anyone else whose action the University may be liable in law.

16. Contact us

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