

Residential Bookings - Code of Conduct

Introduction

This code of conduct is a supplement to, and forms part of, your Residential Conferencing Booking Contract. The Code provides guidance and information about the standards and procedures which you are expected to meet and comply with during your residence at Manchester Metropolitan University.

Any failure by guests to comply with this code will constitute a failure to comply with the provisions of your Residential Conferencing Booking Contract and may lead to the termination of your booking. Whereby, you will be given reasonable notice to leave any accommodation associated with Manchester Metropolitan University. This can include individual participants and / or the overall booking.

The code is intended to benefit all conferencing and summer school/group booking residential stays. However, the expectations of residential stays outlined in the code should not be seen as an exhaustive list. In staying at the property, you become a member of the community and accept the responsibilities and obligations associated with being a good neighbour and citizen, whether they are detailed in the code or not.

Absence from Room

If guests are to be absent from their room for 24 hours or more; or are leaving the conference/event early, they must notify the Reception Desk of their intentions. If your stay is uncatered, then all perishable food items must be disposed of correctly, in the designated refuse areas.

Candles/Incense/Battery Powered Devices

Due to risk to life and property, candles, large battery powered devices (such as scooters and hover boards), incense and other open flame devices are strictly prohibited anywhere inside or around buildings the property including but not limited to Rooms, Flats, Flat Common Areas and Property Common Areas.

Computer and TV Infrastructure

The digital infrastructure installed throughout the property is an essential part of the University, guests must not tamper with or remove any part of it.

Guests must adhere to the following protocols when using the property data network:

- Only connect to the data port with the recommended cables and connections
- Do not dismantle the data port;
- When connecting to the network, remember that others are doing likewise; Continually downloading large files may slow down the network and Guests should be mindful of this.
- The network is not to be used for any criminal activity, including illegal downloading, port surfing or computer hacking;

- Where a free to air television service connection is available Guests must not tamper with or remove it.

Condition and Contents of Room/Flat

Manchester Metropolitan University will provide guests with a Room/Flat which is furnished to a reasonable standard and is in a reasonable state of repair which we will maintain to the same standard until the booking end date.

If damage is identified during your stay or upon vacating a Room/Flat, Manchester Metropolitan University may look to claim damages from the organisation who booked the event.

Guests are required to maintain the Room, Flat and Property Communal Areas in a neat and clean state of condition/appearance. If applicable, you must in conjunction with other guests, ensure that Flat Common Areas are maintained to the same standard.

Do not place foil, cardboard, flags or other unsightly material or objects in or on any windows in the property or alter any window coverings in the property.

Furniture designed for indoor use is not permitted outside.

If, in the opinion of Management and Staff, any item adversely affects the appearance of the Property, the guest concerned will be asked to remove it.

Cooking

Cooking is only permitted in kitchens in Flats or in Common Areas where available. Guests must not leave any hot oil or cooking unattended. Guests under the age of 16 are only permitted to cook on the premises if supervised by an adult.

Cooking equipment of any kind, including items such as hot plates, rice cookers, electric woks, kettles, toasters and frying pans are not permitted in Rooms.

Barbeque grills and charcoal fluid are a fire hazard and are only to be used in designated areas on campus.

When using cooking equipment, guests are required to comply with any signage installed in kitchens. Failure to comply with such signage is likely to set off the smoke detectors which Guests should avoid.

Curfew

Guests under the age of 16 must have a curfew imposed upon them by the Group Leaders. MMU require a curfew to be no later than 23:00, however an earlier curfew may be more appropriate for younger children. It is the Group Leader's responsibility to ensure all guests adhere to the curfew.

We kindly ask that our guests respect our quiet hours between 23:00 – 08:00 hours.

Damage or Loss

Proper care must be taken of all property. Removal of any property from its designated location will be reported to the police.

Guests are responsible for all damage to their assigned Room and Flats. If damage is identified in a specific Room, the Guest residing in that room will be held responsible. If damage is identified within a Flat, all Guests who reside in the Flat will be held responsible equally unless responsibility can be attributed to a specific person.

Decorating Rooms and Flats

Murals are not permitted to be painted on any surface in the property.

Most adhesives will remove paint. Please do not fix adhesive decorations to the ceiling or elsewhere in your Room/Flat and do not use tape of any nature. The use of nails or screws will damage the walls and the paint and is prohibited.

Posters may be used to decorate Rooms and Flats but only affixed to the noticeboards where provided.

Disabled Access

Several of the Rooms, Flats and buildings within the property have been fitted with facilities to assist persons with disabilities. Interfering with or blocking these facilities in any way is prohibited.

Drugs

The possession, cultivation, usage, or selling of any psychoactive substances, non-prescribed or illegal drugs and/or the possession of any equipment to aid the use, distribution or production of psychoactive substances, illegal drugs or substances is prohibited.

Any breach of this Rule, in any form, by a guest is considered serious misconduct and as a consequence we reserve the right to terminate your residential agreement.

Electrical Equipment in Rooms

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Rooms. These items must be maintained in good and clean operating condition. Appliances with open heating elements such as hot plates and electric heaters are prohibited in Rooms and Flats unless provided by Manchester Metropolitan University.

Electrical Safety Reminders

Guests must comply with the following fire and safety policies which are intended to prevent injuries in the property and to ensure compliance with health and safety regulations:

- Never modify a plug including bending or removing prongs; if plug prongs break off and remains in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact staff for assistance.
- Extension cords should only be used when necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this to the Reception Desk.
- Any electrical equipment brought onto the Property must carry an ASTA/BEAB kite mark or an equivalent European safety conformity marking.

Do not “daisy chain” extension cords and/or power strips – meaning plugging one into another. Large appliances are not permitted in Rooms. Guests are expected to promptly dispose of frayed or damaged extension cords.

The electrical supply voltage or “mains” is supplied in the United Kingdom at 230 Volts. Connection to the mains is via the traditional BS1363 13 amp 3 pin plug. Some countries including America, France and Japan have voltage supplies in the range of 110-120 volts and utilise 2 pin plugs. Electrical appliances and equipment intended to be brought from these regions cannot be used in the UK. However, many EEC countries do have voltage supplies similar to the UK. Please check suitability of ALL your personal appliances.

Emergencies

You will find Emergency contact details in the information provided in your welcome pack.

For any life-threatening emergency call ‘999’ to summon fire, police and ambulance services.

False alarms waste the time of Emergency Services. You are responsible for familiarising yourself with the location of alarms and firefighting equipment in your Room/Flat and in the Common Areas of the Property in which your Room/Flat is located, and with the emergency procedures for the property. Fire safety information is posted in all Rooms/Flats.

Evacuation

Evacuation routes and signage are displayed within the property indicating your location in relation to the nearest exit and steps to take to vacate the premises in an emergency. You must familiarise yourself with the location of all exits from your Room/Flat and the Property in which your Room/Flat is situated. Guests are expected to participate in any fire evacuation drills which take place at the property.

In the event of an evacuation, please report to your property’s assigned emergency assembly point and await further instruction. Group leaders will be required to identify members of their group and report anyone who is missing to the emergency co-ordinator.

Do not use lifts in the event of an evacuation.

Whenever Management or Staff encounter obstructions, or are informed of their presence, they will proceed to remove the obstructions without prior warning.

Fire Alarms

On discovering a fire, please break the nearest break glass emergency box to trigger the alarm.

Never assume that a fire alarm goes directly to the fire brigade. Always call '999' in an emergency where smoke or flames can be seen.

Never shower with your bathroom door open as excessive steam can set off a fire alarm.

Fire Equipment

Fire extinguishers are located throughout the property. However, it is not recommended that guests try to tackle a fire or use the fire extinguishers as they will not have been trained to do so. Guests should vacate the building immediately and raise the alarm.

Fire equipment that is not in working order jeopardises the safety of all Guests. Management, Staff or Security regularly check all fire related equipment.

It is against the law to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Guests may be subject to possible criminal penalties and further action which may include termination of the residential agreement.

Fix-it Requests and Repairs

All maintenance in the Property is carried out by a suitably qualified tradesperson who will be identifiable by name badges, uniform and contractor passes.

All requests for repairs or replacements in your Room/Flat can be submitted in person at the accommodation Reception Desk. Requests are processed on a priority basis, but we aim to attend to your request as soon as possible. Guests should report any problem which they believe constitutes a safety or security risk to the Reception Desk immediately.

Grounds and Gardens

Please help in keeping the property free of litter by using the rubbish bins provided.

Gymnasium

If the Property provides the use of a gymnasium, it is for the use and benefit of Guests only. Guests use the gymnasium at their own risk and the Owner and Operator accept no liability for any injury from the use of the gymnasium or the gymnasium equipment. Any resident wishing to use the gymnasium, must contact the Reception Desk to gain access.

The gymnasium is not available to any guests under the age of 18.

Heating

In the interests of safety, additional heaters are prohibited within the Property. Should you have an issue with the temperature in your room please contact the Reception Desk

Do not leave heaters on when you leave your Room/Flat. Do not place any items of clothing or any other item over or close to a heater.

Keys/Swipe Cards

Guests will be issued with Keys and/or Swipe Cards, which enable access to their Room/Flat and to non-bookable Common Areas. Swipe Cards, Fobs and Keys that are lost or damaged must be reported to the Reception Desk immediately and with appropriate identification, a resident will be issued with a new Swipe Card, Key or Fob which may incur a reasonable charge.

If your Swipe Card, Fob or Key is faulty please return it to the Reception Desk and it will be replaced at no charge if the fault is a manufacturing defect.

If you lock yourself out of your Room/Flat or if you have damaged the lock to your Room/Flat, you will need to verify your identity at the Reception Desk prior to access being granted to your Room/Flat. In order to do this, please bring photo ID with you to the Reception Desk. If you are locked out of your Room/Flat after hours contact Security. Security have master keys with which to open your Flat/Room door.

Guests must keep their Room door locked when they are not in their Room/Flat.

If a guest under the age of 16 requires a new key, they must advise their Group Leader who will be required to accompany the guest to Reception to confirm their identity and agree to any additional charges.

Laundry

Guests can make use of the Property laundry facilities as an additional service (charge payable locally). Guests can access the Property laundry facilities 24 hours a day. Guests are expected to leave the area in a tidy state.

Misconduct

Misconduct is an action or series of actions that breach your residential agreement (including this code), any laws or any other generally accepted standard of behaviour.

Depending on the nature of a guest's misconduct, Management, Staff or Security is entitled to take any action deemed necessary and reserves the right to refer any occurrence of misconduct to the respective educational institution and/or the conference group lead and/or the police if, in their absolute discretion, they determine that course of action is appropriate.

In circumstances of serious misconduct (including, without limitation, criminal damage), as determined by Management, Staff and Security at its discretion, is not required to give any warning or notice of its intention to terminate an individual's or group residential agreement.

In the event that a guest is asked to vacate the accommodation on this basis, no fees will be refunded.

Guests in the property are to show respect for order, property, morality and rights as members of the accommodation and wider community.

Noise

Every guest is responsible for the maintenance of good order and reasonable quietness in their Room/Flat and Flat Common Areas.

Guests must be mindful of others and show respect when using radios, televisions, stereos, musical instruments and other audio equipment, adjusting the volume so as not to disturb other Guests of the Property.

Guests must be respectful to local residents and keep noise to a minimum when moving around on campus.

Obscene, Harassing or Discriminatory Behaviour

Management, Staff and Security are committed to ensuring that everyone is treated, always fairly, equally and with respect, in an environment which is free of harassment, bullying, discrimination, and any objectionable conduct.

All people have the right to be treated with dignity and respect, regardless of their sex, marital or civil partner status, pregnancy, race, colour, ethnic or national origin, religion or belief, physical or mental disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

The Property has a Zero Tolerance approach with respect to discrimination, harassment and bullying of any kind.

Harassment is defined as any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of affecting an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. Bullying is defined as any unsolicited or unwelcome act that humiliates, intimidates or undermines the individual involved. Acts of bullying (and harassment) do not necessarily take place face to face, but may also be by written communication, email and online, phone or other means. No form of bullying will be condoned at the Property.

Guests are reminded that it is not the intention of the harasser but how the recipient perceives their behaviour, which determines whether harassment has occurred. The Property will investigate thoroughly and resolve appropriately any complaint of harassment or bullying received.

Political and Religious Views / Solicitation

No Guest has the right to force their opinion or views on any other individual in a way that is intrusive, abusive, offensive or which causes physical or emotional harm or distress, and no individual may be discriminated against, treated differently, or oppressed because of their religion and/or beliefs.

Solicitation includes any uninvited or unwanted attempt to make contact with a guest for the purpose of promoting religious or political beliefs, engaging religious or political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Property and any individual who after investigation, is suspected of having been involved in such activities.

Privacy

All Guests are entitled to privacy and quiet enjoyment in their Rooms and Flats. Guests must be respectful of noise levels and allow other Guests the degree of privacy they desire.

Property Greens/Courtyards

The Property greens/courtyards are for the use and enjoyment of all Guests. Ball games can be disturbing to other Guests. If a resident is directed to cease playing, they are to do so immediately. Areas with a 'no ball game' sign are to be adhered to at all times.

Recreational/Social Facilities

If the Property contains recreational facilities, they are for the use and enjoyment of all Guests. These facilities should be used in an acceptable manner and ensure that the space is shared equally with other guests. If it is deemed that this space is not being used appropriately, then Management, Staff & Security reserve the right to remove access.

Rubbish Disposal and Recycling

Guests are responsible for the removal of all rubbish from their Rooms and Flats. Rubbish and recycling bins are provided in external bin stores for this purpose. Guests are responsible for ensuring rubbish is placed in the appropriate rubbish and recycling bins. In the interest of hygiene and aesthetics please do not place rubbish adjacent to or on top of rubbish bins. Additional bin bags can be collected from the Reception Desk.

Smoking

Smoking of any substance is prohibited in all buildings. Violation of this policy may, at the discretion of Management, Staff and Security, result in further action. The use of e-cigarettes or vapour cigarettes is also prohibited.

Smoking of cigarettes is permitted outside of Property buildings. Smokers must dispose of their cigarette butts in the ashtrays/receptacles provided. Smokers must be mindful of not smoking near an open window.

Wheelchair Access

Wheelchair ramps, curb cuts, and entry ways must remain clear at all times to allow Guests and others who use wheelchairs free access to their Rooms/Flats and other areas of the Property. Items blocking wheelchair access may be removed.

Window opening restrictors

The window opening restrictor system is for your safety and must not be interfered with or removed. Items of rubbish must not be discarded by throwing them out of the windows.

Signature

I have read and understand the terms of the code of conduct

Company: _____

Signature: _____

Print Name: _____

Date: _____