



University of Sheffield

Accommodation & Commercial Services

Terms and Conditions for Free Laundry Service

1. Service Description

1.1. Residents who hold an active Residence contract are entitled to free washing and dryer laundry facilities through a fob system (or an App at Allen Court and St Vincent's Place). Please see **Eligibility** for the list of exclusions from the service.

1.2 The free laundry service credit is reflected in the length of the Residence Contract.

The 51-week contract includes 25 washes and 25 dries

The 42-week contract includes 20 washes and 20 dries per person.

The semester 1 contract consists of 10 washes and 10 dries

The semester 2 contract consists of 11 washes and 11 dries

1.3. This benefit is provided for the duration of the accommodation contract, for contracts of a different length than specified, please see **proration**.

2. Eligibility

2.1 Examples of Contracts excluded from the service include (but are not limited to)

Ad-hoc booking (less than 1 week)

Emergency bookings

External bookings (conferencing, summer schools etc)

Summer accommodation bookings

ELT Teacher bookings

ELTC summer bookings

2.2 Excluded properties are those that include a washing machine e.g Laddow

2.3. The free laundry service is only available to Residents with an active Residence contract with the University of Sheffield.

2.4. The benefit is valid only during the term of the Residence contract.

2.6 In the event of a Residence contract transfer of accommodation which also involves a change in laundry provider, there will be a delay in the transfer of the laundry benefits whilst the necessary administration takes place.

3. Usage

3.1. This benefit is non-transferable and can only be used by the Resident contract holder.

3.2 The credit is only available during the Residence Contract period.

3.3. Unused washes and dries do not roll over to subsequent weeks or contract periods.

3.4. Once the credit has been utilised, additional laundry services may be purchased at the rates stated by the provider.

4. Proration

4.1. For Residence contracts lengths different to 42 weeks, the number of free washes and dries will be prorated accordingly (for example a 51-week contract is 25 washes 25 dries, whereas a 13-week contract is 6 washes and 6 dries)

4.2. The prorated benefit is calculated as follows: Number of free washes and dries
$$= \left(\frac{\text{Number of Contract weeks}}{42} \right) \times 20$$

5. Charges

5.1. After the free benefit has been exhausted, residents will be charged for the laundry facilities.

5.2. The current rates for additional laundry services are available from the service provider WashCo or Circuit.

6. Termination of Benefit

6.1 the free laundry benefit will terminate at the end of the Period of Residence or if you or we terminate this Contract before the end of the Period of Residence.

6.2. Any unused portion of the laundry benefit is not refundable upon the end of the Period of Residence or termination of the contract.

7. Limitation of Liability

7.1. The University of Sheffield is not responsible for any loss or damage to clothing or personal items during the use of the laundry facilities.

7.2. Residents use the laundry facilities at their own risk

7.3 By using the laundry facilities you are accepting the terms and conditions of our laundry partners at your Residence, [Washpoint](#) / [Circuit](#)

8. Changes to the Terms & Conditions

8.1. The University of Sheffield reserves the right to amend these terms and conditions at any time.

8.2. Any changes to the terms and conditions will be communicated to residents within 10 working days.

9. Data Sharing

9.1. The University of Sheffield may collect and process personal data from residents to provide the laundry service.

9.2. Types of data collected may include name, contact information, accommodation details, and usage records of the laundry service.

9.3. Personal data will be used for the following purposes:

- Administering and managing the free laundry service.
- Monitoring and analysing usage to improve service quality.
- Communicating with residents regarding the service.

9.4. Personal data will be stored securely and only accessible to authorised personnel.

9.5. The University of Sheffield may share personal data with third-party service providers to operate the laundry facilities, provided that such providers comply with data protection regulations.

9.6 We will comply with The Data Protection Act 2018 - The UK's implementation of the General Data Protection Regulation (GDPR) You have the right of access to your personal data we hold. Please see the University's Information Privacy Notice for information on how to exercise your

personal data rights [Here](#)

9.7. The University of Sheffield will retain personal data only for as long as necessary to fulfil the purposes outlined above or as required by law

10. Complaints procedure

10.1 If you wish to raise a complaint about the services provided, then you may do so via the Accommodation and Commercial Services [complaints procedure](#) which you can view [Here](#)

11. Acceptance

11.1 By signing the Residence contract, residents agree to the terms and conditions of the free laundry service as outlined above.

By using the free laundry service, residents acknowledge that they have read, understood, and agreed to these terms and conditions. For any questions or clarifications, please contact Customer Services at acs-customerservices@sheffield.ac.uk or call +44 (0)114 222 4488.