



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.

Laundry Credits will be added to your Fob/Circuit App each semester.

- If you live with us during Semester 1 (September 22 to February 9), you will receive £42 Credit
- To receive credits for Semester 2 (February 9 to July 13), you must register your Fob or download the Circuit App. Once registered, you will receive a further £42 Credit from 9 February.
- Students on longer contracts* who remain with us after July 13 will receive £23 credit on 13 July, provided they have registered their FOB or downloaded the Circuit App.

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.

2.5. If your fob is lost or stolen during the first semester, please contact the Customer Services team at The Edge to cancel your registered fob.

Unfortunately, any remaining credit balance will be lost. However, you can visit Customer Services on February 9 to receive a new Fob with a new credit. Similarly, for students on longer contracts, if your fob is lost or stolen during the second semester, please ensure it is cancelled with Customer Services and visit The Edge on July 13 to obtain a new one.

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 active Residence Contract period. Any full or partial unspent sums are not refundable as a cash value and will be removed from an account once the active Residence Contract ends.

3.3. Unused washes and dries do not carry over between contracts and will expire at the end of your active Resident Contract

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

4. Charges

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

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

5. Termination of Benefit

5.1 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.

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

6. Limitation of Liability

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

6.2. Residents use the laundry facilities at their own risk

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

7. Changes to the Terms & Conditions

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

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

8. Data Sharing

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

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

8.3. 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.

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

8.5. 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.

8.6. 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 data rights [here](#).

8.7. 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.

9. Complaints procedure

9.1 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](#).

10. Acceptance

10.1 By using the provided credits, residents agree to the terms and conditions of the free laundry service as detailed 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.