

UNIVERSITY OF CENTRAL LANCASHIRE

CONDITIONS OF CATERED OFFER - SUMMERGROVE HALL 2024/2025

These are the conditions upon which the University of Central Lancashire (the "University", "We" or "Us"), shall provide the Catered Halls Package (the "Package") as described in this document for the pre- purchase of meals from the University's dining facilities to you. By booking the Package as detailed below, you are deemed to have accepted these terms and conditions.

These conditions are supplemental to your existing terms and conditions with the University, including but not limited the Accommodation Conditions of Residence and the Accommodation Halls handbook.

1) Eligibility

The Package is open to all registered full-time undergraduate and postgraduate students of the University, subject to these terms and conditions for your personal use.

Students will be required to present their University student card at each meal. The catering staff may not serve you if you do not have your ID card. The Package is not transferable. Unused meals cannot be carried forward. The catering team reserves the right to refuse service should you not present your card at meal times, or if you attempt to use another person's card. If service is refused you will not be able to purchase the meal with your Package and will need to pay for the meal separately. Any meals untaken will not be refunded.

2) Package Entitlement

Catering is provided for 35 weeks and 6 nights at Summergrove Hall, Hensingham, CA28 8XZ

The dates for 2024/25 are;
Wednesday 18 September 2024 - Sunday 15th December 2024 inclusive

Saturday 4th January 2024 - Sunday 6th April 2025 inclusive

Tuesday 22nd April 2025 - Sunday 29th June 2025 inclusive

The Package will entitle you to the following meals at the following times:

Monday to Friday

Breakfast Service 7am - 9am

Dinner Service 5pm - 7pm

Saturday and Sunday

Weekend Brunch service 10am - 12noon

Dinner Service 4.30pm - 6.30pm

Each meal service will contain Halal Meat, as well as Vegetarian and Vegan options as standard.

Meal allocations are fixed by times outlined above. The University reserves the right to amend the meal times detailed due to emergencies and unforeseen matters beyond the University's reasonable control. If it is necessary to change any of the catering arrangements due to planned maintenance etc., we will provide at least 7 days' notice and you will be notified of the change by email.

The University does not guarantee the availability of any specific type or style of eligible items.

The University shall have the right to make any changes to the catering provision that do not materially affect its nature or quality, or which are made reasonably necessary by circumstances beyond its reasonable control.

Food must be consumed in the space provided. No crockery and cutlery is to be removed from this space. Food included in this catered package is not available outside the above times.

Outside these times residents have access to a small shared kitchenette facility to prepare their own food.

3) Dietary Requirements / Allergens

If you have any questions on the catering that is provided or any dietary requirements you should carefully read the catering information here and contact SummervgoveCatering@uclan.ac.uk with any queries or questions before you accept the Package offer to ensure the University is able to accommodate such requirements. A refund will not be available on the grounds of a dietary requirement or allergy where such contact was not made in advance of booking.

4) Refunds / Cancellation

The Package is non-refundable. This includes refunds for any meals that are not taken. The University shall have no obligation to give any discounts or refund of the pre-paid catered hall fee for any reason, including but not limited to if:

- (a) You do not take all or any of the meals provided whilst living in your University accommodation;
- (b) The University has to provide alternatives to planned menus due to circumstances beyond its reasonable control (such as adverse weather conditions); or
- (c) The food offered is not to your personal preference.

The Package is only cancellable in the following circumstances:

- (a) The Package will be terminated in line with section 5 (i) of the Conditions of Residence for Accommodation. The termination date of the catering package will be the same as the termination date of the accommodation contract;
- (b) If the University agrees to terminate the accommodation contract then the Package will be terminated with effect from the same date; or
- (c) If you choose to vacate the accommodation early the charge for accommodation and catering will still apply. You do not need to be resident in the halls to continue to take advantage of the catering package.

If you are absent from your accommodation for a period of more than one month through attendance off site please contact SummergroveCatering@uclan.ac.uk with evidence of your placement (or other reason for absence) to consider whether any applicable pro rata reduction in the Package fees. Any such reduction will be in the sole discretion of the University. Any additional requests for refunds will be considered by the University in its sole discretion and will require supporting evidence.

5) Complaints

Any complaint or concerns by you in relation to the meal plan scheme must be made in accordance with the University's complaints process.

6) General Information

The University shall not be held responsible, or deemed to be in breach of service, by being unable to provide meal services due to or factors beyond the University's control. Under such circumstances lost meal values will not be refunded. The University undertakes to take all reasonable steps to provide the Package as described. It does not, however, guarantee the provision of these services. If industrial action, loss of utilities, extreme weather or other circumstances beyond the reasonable control of the University interfere with its ability to provide the services, the University will use all reasonable steps to minimise disruption.

Any changes to the Package, emergency changes or changes to these conditions will be notified to your University email address only. We may revise these conditions from time-to-time. Revised conditions will apply to the Package from the date they are emailed to applicable students and published on the University's website.