

# TERMS & CONDITIONS

## 1. THE SERVICE AND RESIDENCE AGREEMENT

This is a Service and Residence Agreement entered into between CampusKey (Pty) Ltd and the Resident.

The Resident will occupy the room on the Premises on the terms and conditions set out herein.

## 2. INDEMNITIES

CampusKey shall not be liable for any loss, damages or injury suffered directly or indirectly by the Resident or its invitees arising from any cause whatsoever, unless arising as and which is a consequence of the gross negligence of CampusKey.

The Resident indemnifies CampusKey against any loss, damage or injury which may arise from the use of the building, the Room, the Premises and any communal area.

## 3. YOUR STAY

This Agreement shall commence on the Check-in date and end on the Check-out date as indicated on your Agreement.

## 4. ROOM ALLOCATION

Rooms will be allocated according to the CampusKey Allocation Policy as set out in Annexure D of your Agreement.

## 5. SERVICE & RESIDENCE FEE

The Service and Residence Fee is due yearly in advance and payable by the Resident to CampusKey by term of this Agreement and shall be paid, without any deductions, in the manner as elected in the Payment Options in this Agreement as set out in Annexure A.

In the case of non-payment, the Resident's services will be suspended.

In the case of late payment, an Administration Fee of R330 will be added to the Resident's account. All cost incurred by CampusKey for the collection of outstanding Service and Residence Fees will be for the Residents account.

## 6. ADMINISTRATION FEE

The Resident shall pay an Administration Fee to CampusKey on application. The Administration Fee is non-refundable.

## 7. DEPOSIT

The Resident shall pay a Deposit upon signature of their Agreement. CampusKey shall hold the Deposit throughout Your Stay at CampusKey as security for the compliance of the Resident with their obligations under this Agreement. The payment holding and the use of the Deposit shall be without prejudice to any other rights and remedies of CampusKey whether expressed or implied. The Deposit will not bear interest.

On termination, the Deposit will be refunded to the Resident after deducting any amounts outstanding or payable in terms of this Agreement and subjected to a successful Check-out Inspection, according to the Deposit Refund Policy as set out in Annexure B of this Agreement.

Deposits are refunded within 14 Business Days after the end date of Your Stay, provided the conditions as set out in the Deposit Refund Policy have been met.

## 8. WATER, ELECTRICITY AND MUNICIPAL CHARGES

Normal residential use of water, electricity and sewerage utility services will be included in the Services and Residence Fee. A penalty fee will be added to the Resident's account, as set out in the Student Community Guidelines, when unusual high amounts of electricity is being used by the Resident.

## 9. STUDENT COMMUNITY GUIDELINES

The CampusKey Student Community Guidelines, attached to this Agreement, are aimed at protecting the use and enjoyment of the building and all facilities by all residents. The Resident acknowledges that he/she has read, understand and is bound by the Student Community Guidelines, that the Student Community Guidelines are an essential part of this Agreement and that a breach of the Student Community Guidelines constitutes a breach of this Agreement.

CampusKey expressly reserves the right to amend any Guideline at any time and will publish such amendment on our website.

## 10. OCCUPATION

The Resident will not be able to occupy the room if the Administration Fee, the Deposit and the Service and Residence Fee or any other outstanding payments have not been paid in accordance with the terms set out in this Agreement.

## 11. ROOM IN GOOD CONDITION

The Resident acknowledges and expressly agrees to accept the Room and the Premises in the condition as it stands. Upon Checking-in to the Room, the Resident must check that the supplied room inventory is accurate and must complete, sign and return an Incoming Inspection Checklist to CampusKey within 7 days of Checking-in to the room. If the Incoming Inspection sheet is not complete, signed and returned, then the Resident accepts that it is correct as supplied.

Note that each Resident is responsible to acquire a mattress protector before Your Stay and utilize it during Your Stay to ensure that the mattress is left in a good condition when checking-out.

## 12. DESTRUCTION OF/OR DAMAGE TO PREMISES

If the Room is destroyed or damaged to the extent that it prevents the Resident from having substantial beneficial occupation:

12.1. CampusKey shall reinstate the Room at its cost as quickly as possible in the circumstances; and the Resident shall have no claim against CampusKey as a result thereof.

12.2. If it is impossible for CampusKey to reinstate the Room, the Resident shall be entitled to cancel this Agreement by giving written notice to CampusKey. The Resident shall have no claim against CampusKey as a result of the destruction or damage, unless the same was occasioned by or arose as a result of any act or omission on the part of CampusKey.

## 13. RESIDENT'S RIGHTS, DUTIES AND OBLIGATIONS

The Resident shall use the room solely as a residence for educational purposes, whilst registered as a fulltime student at a recognised educational institution. The Resident shall have joint use with the other residents in the building of the communal

area/s in the building and undertakes to use all facilities with care and with due regard to the other residents. The Resident is jointly and severally liable with other residents for any damage caused to any communal shared areas.

## 14. CAMPUSKEY'S RIGHTS AND OBLIGATIONS

CampusKey shall:

14.1. Be entitled to enter and inspect the Resident's Room at all times,

14.2. Be entitled to enter and inspect the Premises at all reasonable times, without notice,

14.3. Be entitled to maintain the exterior of the building and the communal areas and keep it in good order and condition;

14.4. Be entitled at any time, for the purpose of repairing the building, to erect construction equipment required for carrying out the work required and be entitled to such right of access to the building as is reasonably necessary for carrying out any repairs to the building, provided that CampusKey does not unreasonably or unnecessarily interfere with the Resident's rights and provided further that CampusKey carries out the work as quickly as possible in the circumstances.

## 15. CANCELLATION POLICY

Should the Resident choose to cancel this Agreement prior to the Check-out date of Your Stay set out in this Agreement, the Resident should request such cancellation in writing from CampusKey. The Cancellation Policy is set out in Annexure C of this Agreement.

The Resident will be liable for payment of a cancellation fee as set out in the Cancellation Policy. Any outstanding payments, including Wi-Fi vouchers, must be settled before cancellation of this Agreement.

The Cancellation Policy is only applicable if the Resident affects the cancellation.

## 16. AT THE END OF THE SERVICE AND RESIDENCE AGREEMENT

When the Service and Resident Agreement comes to an end, however that may be, the Resident shall:

16.1 Attend a Check-out inspection and sign a copy of the Check-out Inspection checklist;

16.2 Vacate the room and remove all their belongings from the Room, building and Premises;

16.3 Leave the room and the room inventory in the same clean state and condition as they were in the beginning of Your Stay;

16.4 Jointly and severally with other residents ensure that the shared areas and communal areas are left in the same clean state and condition as they were in the beginning of Your Stay;

16.5 Ensure that any Room inventory which may have been moved during Your Stay is returned to the location that they were in the beginning of Your Stay.

16.6 Confirm to CampusKey the banking details to which the Deposit, less any deductions made in accordance to the Service and Residence Agreement, should be refunded to.

---

## 17. INSURANCE

The Resident shall be responsible for his own short-term insurance during the existence of this Agreement in respect of all items brought onto the Premises and into the Room by the Resident, including laptops, cell phones, bicycles, vehicles or any other personal property.

---

## 18. ADDRESSES FOR RECEIVING NOTICES

The parties choose as the address for receiving any notices or legal process in terms of this Agreement, their respective addresses set out in this Agreement for all purposes arising out of, or in connection with, this Agreement. Any notice given in terms of this Agreement shall be in writing.

---

## 19. SURETYSHIP

If the person signing this Agreement as Resident reflected in the Signature Page of this Agreement is not the Resident, then the person signing accepts his/her liability jointly and severally with the Resident as surety and co-principal debtor for amounts which may become due to CampusKey by the Resident at any time in terms of this Agreement.

---

## 20. DEFINITIONS

In this Service and Residence Agreement, Terms and Conditions and any annexures hereto shall have a similar meaning:

‘Agreement’ means this Service and Residence Agreement

‘Business Day’ means any other day other than a Saturday, Sunday or official public holiday in the Republic of South Africa

‘CampusKey’ means CampusKey (Pty) Ltd

‘Premises’ means the entire erf with the buildings and the Rooms situate thereon

‘Resident’ means Occupant and or Student

‘Room’ means the individual room to be occupied by the Resident

‘Signature Page’ means the Signature Page of this Agreement, signed by the Parties, whether signed in electronic form or physical form

‘Student’ means Resident and or Occupant

‘Your Stay’ means the period of your Agreement

# STUDENT COMMUNITY GUIDELINES

## WELCOME TO OUR COLLABORATIVE AND VIBRANT STUDENT COMMUNITY!

At CampusKey we create a space where we can connect, learn, share and grow together. We know we are not alone in striving for success and enjoying the best time of our lives, therefore we support each other to successfully complete our studies, but at the same time we allow each other the space to enjoy student life and celebrate our wins.

## DISCLAIMER AND INDEMNITIES

CampusKey shall not be liable for any loss, damages or injury suffered directly or indirectly by the student, or their visitors arising from any cause whatsoever.

The student indemnifies CampusKey against any loss, damage or injury which may arise from the use of the Building, the Room, the Premises, any Communal Areas, Parking Areas and Shared Areas.

## WHY THE GUIDELINES?

The Student Community Guidelines are designed to create a harmonious, collaborative and vibrant student community so that every student can graduate, and have fun doing it, and so become the best version of themselves.

## RULE BREAKERS a.k.a BAD TEAM PLAYERS

If you feel that another student has not been a team player through disregarding the Student Community Guidelines, please let one of your CampusKey Team members know immediately.

It's our mission to ensure that there is harmony and that everyone works together.

## WE VALUE AND ENCOURAGE BEING:

### INSPIRED

We are not here to be average, we're here to be awesome! We inspire others to become the best version of themselves.

### INNOVATIVE

We try new things and are not afraid to fail. We think outside of the box to take the ordinary to the extraordinary.

### GENUINE

We are always honest and as transparent as we can be. We treat people with respect.

### DETERMINED

We make things happen. We never give up. We study smart, play hard.

### TOGETHER

We are in this together. We always look out for one another. We know we all want to be successful in our studies and we encourage each other to do just that. Also, we allow each other to celebrate their own success and wins.

### GRATEFUL

We are grateful for each other, and for the opportunity to study and contribute to a better society. We do not take success for granted.

## WE WORK TOGETHER

### SMOKING

WE ONLY SMOKE AT THE OUTSIDE BRAAI AREAS.

- We care about each other's wellbeing; therefore, we will not smoke at any of the communal areas, lounges, hallways, corridors, stairwells, bedrooms or internal courtyard areas.

### NOISE

WE ALLOW EACH OTHER TO STUDY OR SLEEP IN PEACE BETWEEN 22:00 and 08:00 DAILY.

- At CampusKey we support each other to become the best version of ourselves.
- We celebrate our successes and enjoy our student life from 08:00 to 22:00.
- We will not make any noise from 22:00 to 08:00 daily.
- We will control and manage our visitors to avoid any nuisance or disturbance to our fellow students and the surrounding neighbourhood.

### VEHICLES

WE ONLY PARK IN OUR ALLOCATED PARKING BAY.

- CampusKey has basement, undercover and open parking bays available which is booked and paid for upfront when applying for a room.
- We do not park in any other areas on the Premises, other than in our own parking bay. We

- respect our fellow students in this regard.
- Vehicles parked on the common property or in the wrong parking bay will be clamped.
- We care for our vehicles and the property, therefore we ensure that our vehicles do not spill oil or brake fluid. The cleaning thereof will be of our own account.
- We understand that we park on the Premises at our own risk and will not hold CampusKey liable for any loss or damage to any vehicles on the Premises.
- No visitors may park on the Premises to ensure we can park easily and safely.

## BICYCLES

WE HAVE SAFE AND SECURE PURPOSE-BUILT BICYCLE STORAGE AREAS.

- At CampusKey we promote the use of bicycles, it's a healthy and easy way to move around.
- We consider our fellow students and will never park our bicycles at any Communal Area, Shared Area, Room or inside the Building.
- We will protect our bicycle by always locking it in the designated bicycle storage area, and always lock the gate to the storage area.

## VISITORS

OUR VISITORS WILL ADHERE TO THE STUDENT COMMUNITY GUIDELINES.

- We value our student community harmony at CampusKey, therefore we ensure that our visitors always adhere to the CampusKey Student Community Guidelines.
- We are always responsible for our visitors and their behaviour.

## REFUSE DISPOSAL

WE WILL ONLY USE THE ALLOCATED MUNICIPAL REFUSE BINS.

- We respect our fellow students and always strive for cleanliness at CampusKey.
- We will never throw refuse out of any windows.
- We will never leave any refuse in the hallway, the Building or on the Premises at any time.
- Refuse includes waste, cigarette buds, leftovers and bottles.

## GYMNASIUM

IT IS FOR THE USE OF CAMPUSKEY STUDENTS ONLY.

- The CampusKey gyms are open 24/7 so that you can keep your body healthy and happy!
- We are grateful for our privileges and respect the privacy of our fellow students, therefore we will not allow any of our visitors to access the Gymnasium.
- We care for our facilities and value cleanliness and hygiene, therefore we will always ensure that we:

- o keep the Gymnasium clean;
- o use a towel when exercising at the Gymnasium;
- o return all equipment to their allocated areas after use;
- o report any damage, loss or equipment failure in the Gymnasium immediately to the CampusKey team.

## CLUBHOUSE, LOUNGE AND SHARED KITCHEN AREAS

IT IS FOR THE USE OF CAMPUSKEY STUDENTS AND THEIR VISITORS.

- We may invite our friends and family to join us in the communal clubhouse, lounge and kitchen.
- We must accompany our visitors at all times.
- We are responsible for our visitors and they must also adhere to the Student Community Guidelines.

## WASHING MACHINES, DRYERS AND TOKENS WE WILL ALWAYS TAKE CARE OF THE MACHINES

WE WILL ALWAYS TAKE CARE OF THE WASHING AND DRYING MACHINES.

- CampusKey provides on-site, self-help laundry facilities to ease the chore of staying clean.
- We value the longevity of the machines and will always use the washing and drying machines responsibly.
- We will immediately report any defects or ill use of the machines immediately to the CampusKey team.

## NO VISIBLE LAUNDRY

WE ONLY USE THE LAUNDRY AREA.

- We respect our fellow students and our neighbourhood, therefore we will never hang laundry from our window or any other place that is visible from the outside. #weliveinabeautifulworld
- We care about our safety and will never dry laundry on any electrical heater.

## NO VIOLENCE, VANDALISM, DAMAGE, MISUSE, HARASSMENT OR THEFT (ZERO TOLERANCE)

WE ARE HONEST, KIND, CARING AND HAVE RESPECT. WE WILL NEVER COMMIT A CRIME OF ANY KIND.

- We will never cause any harm, damage, distress, disturbance or annoyance to our fellow students, either verbally, physically or to their property.
- We will not use, threaten, harass or commit any violence against any other student, visitor or CampusKey staff member.
- We will never damage, misuse or tamper with any of the furniture or equipment that CampusKey provides.



- We will never vandalize any CampusKey property, on the Premises or in any Room, Communal or Shared area.
- We will never steal.
- We will never commit any form of harassment on the grounds of race, religion, sex or disability.
- Should anyone be found guilty or caught in violation of these requirements, they will be required to vacate their Rooms and the Premises forthwith.

### **DRUG USE (ZERO TOLERANCE)**

WE WILL NEVER USE, MANUFACTURE, DISTRIBUTE OR SELL ILLEGAL DRUGS.

- We will always comply with all relevant legislation, and other legal requirements, of South Africa.
- At CampusKey we strictly forbid the unlawful use, manufacture, distribution, sale or possession of any illegal drug or narcotic in our residences.
- We will report to a CampusKey member the presence of any illegal drugs or substances on the Premises.
- The possession and/or use of prohibited substances are against the law and will be treated and reported as a felony.
- The possession and or use of prohibited substances is a breach of the Service and Resident Agreement.
- Anyone caught in violation of this requirement will be required to vacate their Rooms and the Premises forthwith.

### **TAKING CARE OF OUR ROOMS**

WE LOOK AFTER OUR ROOMS, FURNITURE, FITTINGS AND EQUIPMENT.

We may:

- Decorate our Room and make it unique to us, but know that the restoration of our Room comes from our breakage deposit at the end of the year.
- It is our responsibility to ensure we:
- Keep our Room clean and tidy.
- Ensure that the Room and Premises are kept secure from intrusion of unauthorized persons (including shutting of windows and doors when we leave).
- Prepare and cook food only in the kitchens provided or at the braai area.
- Wash any dirty pots, pans and cutlery only in the kitchen sinks provided.
- Notify the CampusKey team immediately of all repairs or maintenance requirements.

We will take care to:

- Not allow any sleepovers.
- Not allow anyone else to stay, or sleep over, in our Room when we are not there.
- Never sublet, or assign the whole or any part of, the Room. Or any of our rights under the Service and Residence Agreement, nor part with the possessions, or share occupation, of the Room.
- Not alter or damage the Room or Room Inventory.

- Not damage or mark or change the decorative finish of the Room.
- Not remove any Room Inventory items.
- Not attempt to carry out any repairs or maintenance work to any part of our Room, the Building or Premises.
- Not tamper with or adjust safety controls to any windows or doors, such as to override the safety mechanism.
- Not use any Room, nor allow anyone else to do so, for any activity which is dangerous, offensive, noisome, illegal or immoral.
- Not bring any of the following items into our Room without the prior written consent of a CampusKey team member:
  - Upholstered furniture (you may furnish your Room with poofs)
  - Heating equipment
  - Any other electrical equipment

### **TAKING CARE OF THE SHARED CLUBHOUSE, SHARED KITCHEN AND OTHER SHARED AREAS**

WE LOOK AFTER AND CARE FOR ALL SHARED FURNITURE, FITTINGS AND EQUIPMENT.

Yeah, we may and must:

- Keep our Shared Areas in a clean, tidy and hygienic condition.
- Ensure that the Building and Premises are kept secure from intrusion of unauthorized persons (including shutting of windows and doors when you leave).
- Prepare and cook food only in the shared kitchens provided or at the braai area.
- Wash any dirty pots, pans and cutlery only in the kitchen sinks provided.
- Clean the braai area after use and make sure the lawn opposite the braai area is also clean.
- Notify the CampusKey team immediately of all repairs or maintenance requests.

We will look after the shared areas and take care to:

- Not alter, damage, litter or obstruct the use of the Shared Areas.
- Not damage or mark or change the decorative finish of the Shared Areas.
- Not remove any items provided in the Shared Areas.
- Not attempt to carry out any repairs or maintenance work to any part of the Building or Premises.
- Not tamper with or adjust safety controls to any windows or doors, such as to override the safety mechanism.
- Not cause or permit any damage to any part of the Building or the Premises.
- Not use any communal area, Building or Premises, nor allow anyone else to do so, for any activity which is dangerous, offensive, noisome, illegal or immoral.

## THESE ITEMS ARE NEVER ALLOWED WE WILL NEVER BRING, STORE, KEEP OR USE ANY OF THESE ITEMS

WE WILL NEVER BRING, STORE, KEEP OR USE ANY OF THESE ITEMS.

We will not bring onto, store, keep or use within the Room, Communal Areas or Premises any of the following:

- Animals or pets of any description;
- Liquid or gaseous fuel, noxious or explosive substances or gas, paraffin or gas heater, cookers, candles or other naked flame devices or consumables;
- Weapons or imitation weapons of any form;
- Install any wireless or television pole, aerial, satellite dish or apparatus on the Building.
- We will not act or fail to act in a way which will or may result in any policy of insurance in respect of the Buildings become void or voidable or whereby the premium or excess therefore and therein may be increased.
- We will not run a trade or business from the Room, Building or Premises.

## EMERGENCY EQUIPMENT

WE ONLY USE IT FOR EMERGENCIES.

- We care for and respect the safety of our fellow students.
- We will never use the emergency equipment, fire extinguishers, smoke detectors or fire hoses for any other purpose than an emergency.
- We will never misuse a fire alarm activation or, in any way, intentionally activate a fire alarm.
- If the emergency equipment is used for any other purpose, we will be liable for the full replacement cost, any call-out fees or the cost to have the fire hoses resealed.

## SECURITY

WE AIM TO ALWAYS ENHANCE THE SECURITY OF OUR FELLOW STUDENTS, THE BUILDING AND THE PREMISES.

- We care about the safety of our fellow residents and know it requires team work to protect everyone.
- Before we leave CampusKey we will always make sure that the following gates are closed:
- the entrance gates are closed before we drive off;
  - the pedestrian gates are closed before we walk away;
  - the doors and gates to the Building are closed and locked before we walk away;
  - the gates to the bicycle storage areas are closed and locked before we walk away;
- We will never open any gate to any unknown person at any time.
- We will always lock our bicycles in the bicycle storage area.
- We will report any lost keys or remotes

immediately to the CampusKey team. The cost for replacement of the keys or remotes will be paid upon receiving the new set.

## ELECTRICITY USAGE

WE CARE ABOUT OUR ENVIRONMENT.

- We will never bring the following high-electricity-usage items into our room:
  - Air conditioner
  - Electric heater
- Any unusually high electricity users will be fined R500.

## SIGNS AND NOTICES

WE COMMUNICATE OUR NOTICES ON THE FACEBOOK GROUP.

- We will not place any sign, notice, billboard or advertisement of any kind on any part of the Communal areas or on the Building.

## WHO MAY STAY AT CAMPUSKEY?

AWESOME! ONLY STUDENTS MAY STAY AT CAMPUSKEY.

- Should we no longer be a full-time student at a registered tertiary educational institution, we will notify CampusKey within one week of such change of status.
- We will be required to vacate our Room forthwith.
- We shall remain liable for all our obligations under the Service and Residence Agreement.

## REPORTING OF NON-COMPLIANCE, AND PENALTIES

WE WORK BETTER TOGETHER.

- CampusKey students can report any fault or non-compliance of the CampusKey Community Guidelines to their CampusKey team by:
  - Logging a complaint online on the MDA Online Portal
  - Emailing your CampusKey Team
  - Calling the 24/7 Call-us-anytime number
  - Visiting your CampusKey team at your campus reception
  - Posting your request on the Facebook Group
- We will keep your report anonymous.
- On receipt of any complaints, CampusKey will investigate each complaint thoroughly. Should the complaint be valid, the following steps will be followed:
  - First complaint: issue a written warning and/or May impose a fine of at least R500
  - Second complaint: May impose a fine of at least R500
  - Third complaint:

May impose a fine of at least R500 to R1,000

- o Fourth complaint:  
CampusKey may terminate the Service and Residence Agreement and/or take such legal steps as CampusKey deems fit.
- CampusKey will charge the fine to the student's monthly debit account.
- If CampusKey, in its sole discretion, believes any transgression of the Community Guidelines is of such a serious nature that it constitutes a breach of the Service and Residence Agreement, without any previous complaints having been lodged or levied against the student, CampusKey may terminate the Service and Residence Agreement and/or take such legal steps as CampusKey deems fit.
- Students with repeated transgressions of the Student Community Guidelines will not be able to stay at CampusKey for the following year.



## ANNEXURE A: PAYMENT OPTIONS

The Resident is liable, as per the Service and Residence Agreement, for the full SRA Fee. However, CampusKey offers for your convenience three payment options in which to pay the SRA Fee.

Please note that CampusKey follows an Allocation Policy to determine which student gets a room allocated to them. Please refer to Annexure D for more detail.

The SRA Fees are payable online, during the Application Process via credit card or EFT, or at CampusKey's offices by Credit Card.

The following fees are payable on the following dates:

### 1. PAYMENT OPTION 1: Full Payment

Available at all campuses

Payment Type	Payment Date
Admin Fee (non-refundable)	On completion of the Application Form
Deposit	On signature of the Service and Residence Agreement
SRA Fee	On signature of the Service and Residence Agreement

### 2. PAYMENT OPTION 2: Two Payments

Available at all campuses

Payment Type	Payment Date
Admin Fee (non-refundable)	On completion of the Application Form
Deposit	On signature of the Service and Residence Agreement
SRA Fee	1st Payment due on signature of the Service and Residence Agreement. 2nd Payment due on 1 March 2018

### 3. PAYMENT OPTION 3: Five Payments

Available at all campuses

Payment Type	Payment Date
Admin Fee (non-refundable)	On completion of the Application Form
Deposit	On signature of the Service and Residence Agreement
SRA Fee	1st Payment due on signature of the Service and Residence Agreement. 2nd Payment due on 1 February 2018 3rd Payment due on 1 March 2018 4th Payment due on 1 April 2018 5th Payment due on 1 May 2018

### 4. SPECIAL PAYMENTS

Available only at selected campuses.

Payment Type	Payment Date
Admin Fee (non-refundable)	On completion of the Application Form
Deposit	On signature of the Service and Residence Agreement
SRA Fee	1st Payment due on signature of the Service and Residence Agreement.
Payment 2 to 11 by Direct Debit	2nd Payment due on 1 February 2018 3rd Payment due on 1 March 2018 4th Payment due on 1 April 2018 5th Payment due on 1 May 2018 6th Payment due on 1 June 2018
Order only.	7th Payment due on 1 July 2018 8th Payment due on 1 Aug 2018 9th Payment due on 1 September 2018 10th Payment due on 1 October 2018 11th Payment due on 1 November 2018

# ANNEXURE B: DEPOSIT REFUND POLICY

CampusKey shall hold the Deposit throughout Your Stay as security for the compliance of the Resident with their obligations under the Service and Residence Agreement. The Deposit will not bear interest.

The Deposit is refundable at the end of Your Stay, or upon cancellation of your Service and Residence Agreement, providing the conditions set out below are met.

Conditions:	Conditions met?
1. The Resident booked a Check-out inspection online on their Student Portal.	✓
2. The Resident attended the Check-out inspection of their room before they left, together with a CampusKey Team member.	✓
3. The Check-out inspection was completed successfully. All maintenance and cleaning items, to bring the room back to its original condition, have been identified and listed on the Check-out inspection form.	✓
4. The Check-out inspection form was signed by both the Resident and a CampusKey Team member.	✓

If the Resident did not book a Check-out inspection, or did not attend his/her Check-out inspection, CampusKey may complete the Check-out inspection and list all the items to be replaced on behalf of the Resident. The Resident will accept CampusKey’s Check-out inspection and the deductions from the deposit and will have no recourse in this regard.



The maintenance and cleaning costs identified in the Check-out inspection will be deducted from the Resident’s Deposit.

Any other outstanding amounts will also firstly be deducted from the Deposit before it is refunded.

The Deposit will be refunded within 14 Business Days after the end date of Your Stay, provided the above conditions have been met.

## ANNEXURE C: CANCELLATION POLICY

We hope you have a happy stay at CampusKey, however, if you decide for any reason to cancel your application, or leave during your contracted Service and Residence Agreement term, CampusKey may agree to release you from your obligations providing the following conditions are met for the various cancellation stages.

Any outstanding payments, including Wi-Fi vouchers, must be settled before cancellation of this Agreement.

The Cancellation Policy is only applicable if the Resident affects the cancellation.

### STAGE 1:

## The applicant cancels after applying online but before paying the Administration Fee

You must notify CampusKey of your wish to cancel. There is no notification period.

Refundable to the Applicant:	After applying online but before paying the Admin Fee
Admin Fee (non-refundable)	✗ N/A - none yet paid
Deposit	✗ N/A - none yet paid
SRA Fee paid	✗ N/A - none yet paid

### STAGE 2:

## The applicant cancels after paying the Admin Fee, but before signing the Service and Residence Agreement:

You must notify CampusKey of your wish to cancel. There is no notification period.

Refundable to the Applicant:	After paying the Admin Fee but before signing the Service and Residence Agreement
Admin Fee (non-refundable)	✗ Admin fee paid is non-refundable
Deposit	✗ N/A - none yet paid
SRA Fee paid	✗ N/A - none yet paid

### STAGE 3:

## The Resident cancels after signing the Service and Residence Agreement and after paying the SRA Fee:

### OPTION 3.1

## The Resident wishes to find a replacement student:

CampusKey may agree to release you from your obligations providing the following conditions are met:

Conditions:	Conditions met?	
1. You must notify CampusKey of your wish to cancel. There is no notification period.	✓	✗
2. You must find a suitable replacement student to sign a new Service and Residence Agreement for the Room for the remaining period of the Agreement.	✓	✗
3. The replacement student must enter into a new Service and Residence Agreement with CampusKey and pay the sums due within the Agreement.	✓	✗
4. Refunds due to you will not be processed until the replacement student has signed the Service and Residence Agreement, paid and moved into the Room.	✓	✗

### ✓ If the Resident finds a replacement student:

The Resident pays a cancellation fee of R5,000.

Refundable to the Resident:	After signing the Service and Residence Agreement and after paying the SRA Fee
Admin Fee (non-refundable)	✗ Admin fee paid is non-refundable
Deposit	✓ Subject to the Deposit Refund Policy
SRA Fee Paid	✓ Proportional to the remaining period of Your Stay, but only that which has been paid in advance.

### ✗ If the Resident fails to find a replacement student:

The Resident will be responsible for paying the full SRA Fee until the end of Your Stay as per the Service and Residence Agreement.

Refundable to the Resident:	After signing the Service and Residence Agreement and after paying the SRA Fee
Admin Fee (non-refundable)	✗ Admin fee paid is non-refundable
Deposit	✓ Subject to the Deposit Refund Policy
SRA Fee Paid	✗ 0% of your total SRA Fee

### OPTION 3.2 If the Resident wishes to be released from their obligation to find a replacement student:

CampusKey will gladly take over that responsibility, subject to the following cancellation fees being payable:

#### ● If the Resident cancels before 1 May 2018:

A cancellation fee, equal to 75% of your total SRA Fee, less that which has already been paid.

Refundable to the Resident:	After signing the Service and Residence Agreement and after paying the SRA Fee
Admin Fee (non-refundable)	✗ Admin fee paid is non-refundable
Deposit	✓ Subject to the Deposit Refund Policy
SRA Fee Paid	✗ 25% of your total SRA Fee, limited to that which have been paid in advance.

#### ● If the Resident cancels after 1 May 2018:

The Resident will be responsible for paying the full SRA Fee until the end of Your Stay as per the Service and Residence Agreement.

Refundable to the Resident:	After signing the Service and Residence Agreement and after paying the SRA Fee
Admin Fee (non-refundable)	✗ Admin fee paid is non-refundable
Deposit	✓ Subject to the Deposit Refund Policy
SRA Fee Paid	✗ 0% of your total SRA Fee

## ANNEXURE D: ALLOCATION POLICY

CampusKey follows an Allocation Policy to determine which students get a room allocated to them if there are more than one student applying for a room.

### Allocation Policy

Students in good standing are allocated rooms according to this policy.

<b>IF YOU APPLIED ON OR BEFORE 1 SEPTEMBER 2017:</b> CampusKey will allocate the available rooms in the following order:		<b>Order of Placement</b>
<b>Current Student</b>	Stay in same room	<b>1</b>
<b>Current Student</b>	Move to another room	<b>2</b>
<b>New Student</b>	Full Payment	<b>3</b>
<b>New Student</b>	Two Payments	<b>4</b>
<b>New Student</b>	Five Payments	<b>5</b>
<b>New Student</b>	Special Payments	<b>6</b>

<b>IF YOU APPLIED AFTER 1 SEPTEMBER 2017:</b> CampusKey will allocate the available rooms on a first come first serve basis. However, if there are more than one application for a single room, CampusKey will allocate the available rooms in the following order:		<b>Order of Placement</b>
<b>Full Payment</b>	Current Student	<b>1</b>
<b>Full Payment</b>	New Student	<b>2</b>
<b>Two Payments</b>	Current Student	<b>3</b>
<b>Two Payments</b>	New Student	<b>4</b>
<b>Five Payments</b>	Current Student	<b>5</b>
<b>Five Payments</b>	New Student	<b>6</b>
<b>Special Payments</b>	Current Student	<b>7</b>
<b>Special Payments</b>	New Student	<b>8</b>

Please note that current students with repeated transgressions of the Student Community Guidelines or current students who are not in good standing, will not be able to stay at CampusKey for the following year, and would therefore not receive preference according to our Allocation Policy.

Should a student be allocated to a room without enforcing the Allocation Policy, the placement must be motivated by the campus manager and approved by the operational manager.