

Campus Hub Terms and Conditions

Campus Hub presents a versatile environment that encompasses student housing above a bustling public Piazza. This vibrant space seamlessly integrates various retail and dining establishments alongside convenient parking facilities. Our clients benefit from a distinctive setting that exposes them to diverse cultures, individuals, and captivating experiences. The Piazza serves as a dynamic hub for a wide range of activities organized day in and day out, ensuring an enriching experience throughout the year.

At Campus Hub, we look to be as flexible as possible and keep all our clients happy at the same time. However, it is the duty and responsibility of the client to read and abide by these special conditions. The Management of the Residence shall in all cases assume that these mandatory conditions have been read, understood, and agreed to by the client.

Accommodation Fees

Academic/Semester/Long Term Bookings/Short Term Bookings

We require 20% deposit on booking to secure your room and then expect full payment or first two months instalments, one week before check in date.

Monthly Payment terms will be considered for bookings on the following basis:

- 20% deposit on booking
- First instalment fully paid one week before check-in. (ie. Two months are paid in advance)
- A 10% increase will be added when paying by instalments.
- Monthly instalments are due on the 20st of every month from your first month of residing with us.

Accommodation fees can only be paid by Credit/Debit Card when checking in at reception.

Extra Fees

Summer Supplement

During the summer period our prices are increased by way of a Summer Surcharge fee. Please ask our admissions to define the price if not clear.

Eco-Tax

An Environmental Contribution Fee on stays at all types of accommodation will need to be charged. This 'eco tax' will need to be paid on arrival **by CREDIT/DEBIT card** by both long-term and short-term clients at Campus Hub. All clients will be asked to pay €1.50 per day, capped at €22.50 on check-in if they are 18 or older.

Damage Deposits*

We require a refundable damage deposit on check-in to cover for any potential damages.

Clients spending up to one month will be asked to leave a deposit of €100

Clients spending up to two months will be asked to leave a deposit of €200

Clients spending up to three months or more will be asked to leave a deposit of €350

Deposits will only be refunded once an inventory check is completed and no damages/loss of items/thefts etc are noted. Deposits will also be non-refundable if one of our Terms and Conditions are broken. Damage deposits can only be refunded on presentation of original receipts.

Clients who are dismissed by Campus Hub before the expiry of their accommodation contract, will not be refunded their damage deposit.

€50 will be withheld on departure for cleaning of bedrooms, bathrooms & kitchens if left in an unacceptable state.

Damage deposits will also be withheld if a student departs early and is still to settle and outstanding debts with us.

Refunding of Damage Deposits:

1. Pre-Authorisation of cards will drop within 5 – 30 days after checkout.
2. Any damage deposits paid by debit/credit card will be refunded on the same card by visiting reception on the day of departure between 08:00 & 17:00
3. Damage deposits paid by bank transfer are usually refunded within four weeks of departure and any **Bank charges are to be borne by the beneficiary.**

Damage deposits not claimed within a 3-month period will be forfeited.

** To be paid by bank transfer/credit card ONLY.*

Inventory Checklist

The inventory checklist is handed out at check-in at Campus Hub. Whilst our team will follow up and ask for it to be returned it is the client's responsibility to do so within 24 hours of moving in. If this is not returned, then any damages found at check-out will have to be charged for as per our Repairs & Damages charge list.

Refunds and Cancellations

Academic/Semester Bookings/Long Term Bookings (8 weeks+)

- Long-term bookings will be refunded if cancelled prior to 30 days of check-in date.
- Any cancellation or modifications made within 30 days of their check-in date will not be refunded.

Short-Stay Bookings

The below general conditions apply for cancellation of bookings:

- Cancellations made prior to 30 days before check-in date will receive a full refund.
- Any cancellation or modifications made within 30 days of their check-in date will not be refunded.

Special Circumstances

Special consideration will be given for cancellation of a booking under the below circumstances:

- Rejection of Visa application.

- Failure to obtain the required qualifications to get into your University/Course of choice.
- Serious illness.
- Death of a family member.

Where proof is provided in accordance with these terms and conditions and to our reasonable satisfaction, you will be entitled to cancel the booking and you will not be liable for the contractual obligations within these Terms & Conditions from the date of cancellation. Any decision made is at sole discretion of the Campus Hub Team, on an individual case by case basis.

Health

It is highly recommended that clients choose to disclose any mental or physical illness, allergy, disability, or condition that may impact the wellbeing of any other client or staff member, and that may require monitoring, treatment, or emergency intervention during the client's stay at Campus Hub.

Campus Hub will be as supportive and inclusive with regards any of the above-mentioned conditions and will provide reasonable accommodation to meet all clients' needs. Nevertheless, Campus Hub reserves the right to terminate a client's enrolment if the client's health is questionable and their stay presents a risk to their own, other clients' or staff members' health and safety. Refunds will be provided based on refund schedules as per terms and conditions.

Without prejudice to the generality of this clause, if Campus Hub believes that you have contracted an infectious disease, which it believes poses a health risk to other clients, Campus Hub may require you to move to alternative accommodation until it is satisfied that the risk has subsided, and all costs must be borne by the client.

Damages and Alterations to the Property

Damages in or defects to your room, shared common spaces and the residence (whether caused by you and whether in your accommodation or not), must be reported immediately to the Customer Experience team at Reception Block D.

You accept full financial liability for any loss or damage you or your guests may cause to property within your room, common spaces or to the Campus Hub residence including any cleaning costs. This includes but is not limited to any damages to the residence or to the residence fixtures, fittings, and furnishings or to the common parts caused by the client or any clients to the premises, fair wear and tear excepted.

Only Campus Hub employees and contractors are authorized to carry out repairs, maintenance or alterations to the premises or the residence fixtures, fittings & furnishings. This includes the moving of furniture within the rooms.

Clients agree and understand not to remove or make any alterations to their room, common shared spaces or the residence and are any fixtures, fittings, or furniture provided by Campus Hub. Additionally, they are not permitted to stick posters/signs or any such items on furniture or on walls. You will be charged for any cost incurred in remedying any damage caused to the painted walls in your room.

Clients are prohibited from bringing large items of personal furniture onto the Residence.

Use of Accommodation

The maximum occupancy of your accommodation is determined at the time of booking, and you shall not exceed this number. The accommodation may only be used for your personal living accommodation and not for business or any other use.

- Under 18's are not allowed to check-in without an accompanying adult that will live with them and be responsible for them.
- No pets or other animals may be kept in or around the accommodation.
- You agree not to use the accommodation provided for any immoral or illegal purpose. If you are found, to be acting in such a manner, your actions will be seen as a serious disciplinary offence.
- You agree not to sublicense (without our agreement) or share the accommodation, or to allow any clients to stay in the room in your absence under any circumstances (this does not prevent you sharing couple/family/shared accommodation with an individual approved by the Campus Hub Team).

Please note that any breach of the requirements set out in this clause will be treated as a serious disciplinary offence, which may result in the termination of this Licence.

Campus Hub Rules

Enforcing discipline within the Campus Hub grounds is primarily the responsibility of the Campus Hub Team. This will include enforcing these conditions in addition to other rules which may apply to your own room/apartment/studio, and which will be provided to you when you have been allocated to a hall/residence or notified to you from time to time.

The following rules are applicable when agreeing to the Campus Hub Terms and Conditions:

- You must observe all fire safety and evacuation procedures in operation within your hall/residence.
- Do not compromise the safety of yourself or others. This includes but is not limited to the following:
 - never prop open fire doors, especially kitchen doors.
 - never tamper with fire safety equipment (which is a criminal offence);
 - never throw or let objects fall from the building or enter prohibited areas of the building.
 - always ensure that the floor in your accommodation is kept free from any obstruction, clutter, or hazard: this is for the benefit of you, your clients and others who may enter your accommodation from time to time; and
 - if you identify any item within your hall/residence which you think is unsafe or may be a hazard, you must contact the hall/residence staff immediately (communal areas are the responsibility of all clients).
- Do not make excessive noise (e.g. playing musical instruments, music systems or amplified instruments loudly, shouting etc.) at any time. Between 23.00 and 07.00 hours, no noise whatsoever should be audible outside your room. Such noise is very disruptive for neighbours both within and outside halls/residences and is regarded as a serious disciplinary matter and as a material breach of this Licence. Maltese law does not permit loud music in a residential area after 23:00.
- Respect the rights and needs of fellow clients and the neighbours.
- Do not leave any external doors open.
- Keys should not be passed on to third parties.

- Sharing rooms/bathrooms are assigned as same gender. Guests of the opposite gender are not allowed to share/make use of these unless requested and approved by the management officially in writing.
- In the instance that a second key is required this must be returned to Reception within one hour.
- All Campus Hub accommodation is designated as **no smoking (This includes any form of e-cigarettes, vapes or similar)**. Smoking is only permitted in designated external areas which are limited to terraces and the Piazza. Anyone caught smoking – or storing/throwing used cigarettes in their rooms/shared spaces will immediately be fined €100. Anyone caught for the 2nd time will immediately be expelled.
- Storing or use of petrol, paraffin or any other inflammable liquids or material on the Campus Hub premises can cause major health and safety issue and are strictly forbidden.
- Firearms and weapons (including swords, air guns and air pistols) are strictly forbidden in the halls.
- Bicycles and motorcycles may not be stored anywhere within your accommodation or anywhere within the hall/residence, other than in designated bicycle storage areas. If you do bring a bicycle, we suggest that you lock it with an appropriate D-lock to reduce the risk of theft.
- No charging of e-scooters is allowed within the property.
- Cycling, rollerblading and ball games are not permitted in halls/residences or on any Campus Hub footpaths.
- Pool to be used as per external signage rules and regulations.
- It is the responsibility of the Resident to ensure that valuables are locked up in the lockable drawer or kept in a safe space. Campus Hub cannot accept responsibility of lost or damaged items without proof of said theft or damages.
- To comply with the house rules as listed in these terms and conditions as well as other rules that could be introduced from time to time.

Expulsion and Early Departures

Clients who are dismissed before the expiry of their accommodation contract, will not be refunded their damage deposit.

Clients who are depart before the expiry of their accommodation contract, will remain liable for their full stay. Un-occupied nights will not be refunded. Damage deposits will be kept should a client depart earlier than contractually agreed and have an outstanding balance due on their contract.

Any clients who leave the Residence prior to their original departure date, will only be allowed limited access into the Residence except in the case of dismissal where access will be forfeited. Clients would be required to find alternative accommodation at their own expense.

Campus hub reserves the right to end a client's accommodation contract due to their own (and their guests) unacceptable or unlawful behaviour. No refund will be given, and we reserve the right to retain the deposit to be used for any potential damages or claims by others.

Campus Hub has a zero-tolerance policy towards discrimination, bullying and harassment. Discrimination, bullying and harassment of any kind is unacceptable, against the law, and is unacceptable. We expect clients and their guests to behave in a manner that respects all the other clients living with them.

Inappropriate conduct includes (but is not limited to):

- purposely disrupting other clients and their right to a safe and quiet environment.
- deliberate destruction, misuse, or theft of property of both Campus Hub or other clients;
- violence or threats of violence towards persons or property of clients or staff
- consumption or possession of illegal drugs or substances
- continued ignoring of warnings given by the on-site team.

Electricity

Any electrical appliances brought into a client's room or shared common space, must be specific to the residence's requirements. For Malta the associated plug type is G, which is the plug that has three rectangular pins in a triangular pattern. Malta operates on a 230V supply voltage and 50Hz. Campus Hub reserves the right to refuse permission for you to use any electrical items that may overload or not comply with these requirements. This includes e-cigarettes, e-scooters and the use of Schuko plugs which are strictly prohibited. [A list of some prohibited items can be found in our FAQ's page.](#)

Campus Hub routinely tests all its own portable equipment. Clients' personal equipment is NOT routinely tested. You might be required to provide the residences staff with full details of any equipment including manufacturer, type of equipment, loading and whether it complies with relevant standards.

It is the responsibility of the client to ensure that appliances are not being used by any other clients not part of their apartment.

Electric fires and heaters must not be used in the accommodation unless provided by the Campus Hub for such use.

Refrigerators are only allowed in kitchens and when permission is given or when provided by the Campus Hub in other designated areas for such use.

You agree:

- Not to plug more than one appliance into one electrical plug.
- Not to plug electrical appliances into light fittings.
- Not to use multiple adaptors in a single socket (as there is a danger of overloading the circuit.)
- Only to use purpose made leads with electric kettles were used in kitchens (which are short and designed to prevent scalding).
- Not to use electrical extension leads.
- Not to interfere with the electrical distribution boards in the hall/residence or attempt to replace blown fuses.
- Never to remove light bulbs from their fittings (report any faults to the hall/residence staff).

Campus Hub reserves the right to remove, destroy or disable any equipment which it deems unsafe. Where practicable this will be discussed with you before any action is taken.

Overnight Clients

Overnight clients are allowed with prior consent from the Campus Hub team situated at Block D reception. A guest is only allowed to stay for 1 night before payment is then requested. The guest must be of the same gender in the case of sharing bathrooms/bedrooms. Written permission from a sharing roommate will also need to be granted when a client is in a sharing

room or sharing a bathroom with multiple people. Please fill in the Client Permission form [here](#).

If at any point the client's guest is disrupting other clients, they may be asked to leave the residence.

If you have friends and family who are coming to visit then please let us know, and we can assist you with arranging accommodation for them.

Please note that you would be held liable for any damages or actions of your guests.

Lost & Misplaced Room Keys

Should you misplace your room keys, we urge you to promptly notify the Campus Hub Team at the reception in the interest of your own safety and security.

Please be aware that obtaining a replacement key incurs a non-refundable fee of €10, irrespective of whether the original key is subsequently recovered and returned.

Room Changes

Whilst we will make every effort to accommodate any change requests this cannot be guaranteed and is not always possible.

When this is possible, there will be a charge of €50 unless the change request is to an upgraded product where a new invoice will be issued for the change of price.

No refunds will be issued if you decided to downgrade your room to a cheaper option, and charge of €50 will still be charged for change of room.

Cleaning

Housekeeping will be scheduled weekly and will only include surface cleaning of all common area spaces and bathrooms on the condition that these are found to be in a tidy state.

Clients will have their bed linen (fitted and flat bed sheet) and towels changed once weekly as per cleaning schedule. Quilt covers are the responsibility of the clients to wash and change. One toilet paper roll will be provided once weekly as per cleaning schedule.

Basic cleaning materials such as a broom and bucket will be provided in the kitchens, but consumables will need to be purchased by clients. Each block has several vacuum cleaners that may be borrowed.

Garbage collection plans and times will be provided and need to be adhered to.

Campus hub offers an ad-hoc cleaning service at an extra charge which includes full bedroom and personal spaces cleaning as well as a change of linen.

Before departing, bedroom, bathroom and kitchen are to be cleaned and cleared of all personal belongings. Failure to do so will incur a cleaning charge of €50.

Mail drops

Campus Hub will deliver mail and packages or notifications of mail to your room when received at our Front Desk. These will need to be left inside your room which means a member of staff will need to enter and leave these for our clients accordingly.

Should you wish to opt-out of this service kindly advise our Customer Service Agents at Front Desk.

Moving out

On the day of departure guest must vacate room at **10:00am**.

Before departing, bedroom, bathroom and kitchen are to be cleaned and cleared of all personal belongings (food/toiletries/rubbish, etc). Failure to do so will incur a **cleaning charge of €50**.

Clients agree to remove all personal possessions, to leave the premises and room's fixtures and fittings in good condition and return the keys of the premises to the reception desk.

Failure to depart room by 10:00am will result in a fine of €50. Departures that stay after 14:00pm will be charged an extra night stay on top of this fine.

The management accepts no responsibility for anything left on the premises by the client at the end of the contract and may charge for the cost of disposal or storage of any items left behind.

Insurance

It is the Client's obligation to ensure that he/she is in possession of an insurance policy that covers civil liability and third-party liability as well as a health insurance cover. Clients must be in possession of a valid European Health Insurance Card and/or a **private insurance cover that can be added on to your booking**.

Access

Clients must allow access to the Campus Hub employees to provide the services detailed in this agreement and to allow the Residence employees, or contractors acting on behalf of the Residence, access at all reasonable hours (09:00 – 18:00) of the daytime to inspect the condition of the premises or to carry out repairs or other works to the premises or adjoining property.

Access to Shared/Public Spaces

As part of the booking agreement Campus Hub offers a number of shared spaces to its clients on a non-exclusive basis. These include but are not limited to the Student Lounge, Study room, Student Lounge at C9, Pool, Pool area, Ghollieqa Shed, Piazza and other Campus Hub grounds. From time to time these spaces may be booked out by external clients for private events limiting access to residents.

CCTV

Surveillance cameras are present and operational across the premises, serving the purpose of enhancing safety and protecting the property and grounds of Campus Hub. The ability to access and view footage from these cameras is restricted to our designated security personnel and management exclusively.

While our security team is committed to assisting students with their requests to examine relevant camera footage, it's important to note that if the rationale for accessing the footage is not substantial, a nominal fee of €25 per hour (with hourly billing) will be applicable for such services provided to the student.

Data Protection

Client information provided to Campus Hub will be collected, held, and processed securely to meet its obligations under the purposes stated in data protection registration and the national data protection laws. Campus Hub may disclose appropriate personal data, including sensitive personal data of any specific nature, to relevant parties where there are justifiable reasons to do so and where disclosing such information complies with national privacy laws.

Photography & Filming

Campus Hub may occasionally arrange to record, photograph, or shoot video footage for its promotional purposes only, both printed and online. Clients who do not wish to participate should indicate this of their own accord in writing to the Customer Experience Team and additionally, state at the time of the recording, photographing or video shooting they do not wish to participate.

It is the client's responsibility to absent themselves from the photograph/video, if clients do not wish to be included in these

Liability

Campus Hub and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law.

Campus Hub shall not have any liability to you for any loss, damage, costs, expenses, or other claims for compensation arising from any information or instructions supplied by you which is, or are incomplete, incorrect or inaccurate.

Campus Hub will not be liable if any service contracted to be supplied by Campus Hub becomes impossible to supply for any reason or any cause outside the control of Campus Hub.

Force Majeure

Campus Hub will not be liable for any failure or delay in performing an obligation under these terms and conditions that is due to any of the following causes (which events and/or circumstances are hereinafter referred to as "Force Majeure"), to the extent beyond its reasonable control: acts of God, accident, riots, war, terrorist act, epidemic, pandemic, quarantine, civil commotion, breakdown of communication facilities, breakdown of web host, breakdown of internet service provider, natural catastrophes, governmental acts or omissions, changes in laws or regulations, national strikes, fire, explosion, generalized lack of availability of raw materials or energy;

For the avoidance of doubt, Force Majeure shall not include (a) financial distress nor the inability of either party to make a profit or avoid a financial loss, (b) changes in the market prices or conditions, or (c) a party's financial inability to perform its obligations hereunder.

Change Log

Date	Modification	Version No.
16/09/26	Removal of guest registration form	Ver. 4.01.16.09.2026
02/09/25	Change to Refunds and Cancellations section: Short & Long Stay Bookings: Any cancellation or modifications made within 30 days of their check-in date will not be refunded.	Ver. 4.00.02.09.2025
02/09/25	Change to cover sheet – swap of guest and next of kin details	Ver. 4.00.02.09.2025
04/03/26	Removal of the €50 damage deposit option	Ver. 4.00.04.03.2026
11/08/26	Change of Eco Tax Value as required by law	Ver. 4.01.11.08.2026