

Free laundry service

Terms & Conditions

Definitions

In these Terms & Conditions, the following definitions apply:

“Booking” – refers to a person who has completed an application and has subsequently entered into a Tenancy Agreement with Acis Students

“Company”, “Our”, “Us”, “We”, “Acis Students” – Acis Group Ltd, its group companies, employees, agents and independent subcontractors.

“Cycles” – a complete wash and dry laundry cycle.

“Eligible Tenant”, “You” - the person to whom the Services are supplied by the Company.

“In writing” – means email or letter.

“Services” - means the laundry services offered by our partner, Circuit Laundry.

“Tenancy Agreement” – the legally binding contract between Acis Students and a Tenant that sets out the terms for renting a property, including rent, duration, and responsibilities.

“Tenancy Period” – the length specified within the Tenancy Agreement.

“Tenant” – the person or persons who are not eligible for the Services or may refer to all people within the accommodation as a collective.

“Tenancy Takeover” – the process of finding someone to take over the tenancy and all associated obligations.

1. Service description

1.1 An Eligible Tenant who is in an active Tenancy Agreement for the following room types is entitled to the free washing and dryer laundry facilities through Circuit Laundry set out in clause 1.2 subject to clause 2.

- Gold shared where the Tenancy Period is over 44 weeks for the 2026/27 academic year
- Gold Ensuites where the Tenancy Period is over 44 weeks for the 2026/27 academic year
- Gold large two-bedroom apartment where the Tenancy Period is over 44 weeks for the 2026/27 academic year

1.2 The free laundry service credit is reflected in the length of the Tenancy Agreement:

- 51-week or longer- contracts include 32 washes and 32 dries per Eligible Tenant
- 44-week to 50-week contracts include 28 washes and 28 dries per Eligible Tenant

1.3

This benefit is provided for the duration of the Eligible Tenant's Tenancy Period.

2. Eligibility

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

- Those that do not meet the eligibility criteria set out in section 1.1
- University funded bookings or those in bursary rooms
- Any bookings for a period less than 44 weeks
- Room/contract types not listed under section 1.1

2.2 Excluded properties are those that include a non-Circuit Laundry machine e.g. One Brittain Street

2.3 The benefit is valid only during the term of the Eligible Tenant's Tenancy Period.

2.4 In the event of a Tenancy Takeover, this benefit will not transfer to the new Tenant.

2.5 If a change of room/contract takes place, then the Eligible Tenant may no longer be eligible for the service, and the benefit will no longer be available. The Eligible Tenant may be required to pay back the cost of the benefit, dependant on what usage has taken place at the time of the Tenancy Takeover calculated on a pro rata basis.

3. Usage

3.1 This benefit is non-transferable and can only be used by the Eligible Tenant.

3.2 Unused washes and dries do not roll over to subsequent Tenancy Periods.

3.3 An Eligible Tenant is responsible for managing usage and should all available Cycles be used in a short period of time, they will not be eligible for more free Cycles.

4. Accessing services

4.1 You will be provided with guidance on how to access your free credit through the Circuit machines upon move-in.

5. Charges

5.1 After the service credit in clause 1.2 has been exhausted, Eligible Tenants will need to pay for laundry facilities as they go.

5.2 The rates for additional laundry services are available from the service provider Circuit, and these may be varied by Circuit at their discretion. You can find more information [here](#).

6. Termination of benefit

6.1 The free laundry service will terminate at the end of the Tenancy Period or if You or We terminate your Tenancy Agreement before the end of the Tenancy Period.

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

7. Limitation of liability

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

7.2 Eligible Tenants 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, Circuit, which you can access [here](#).

8. Changes to the Terms & Conditions

8.1 Acis Students 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 Eligible Tenants within 10 working days.

9. Data Sharing

9.1 Acis Students will collect and process necessary personal data from Tenants to provide the laundry service and will share personal data with third-party service providers to operate the laundry facilities, provided that such providers comply with data protection regulations.

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 tenants regarding the service.

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

9.5 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 [Acis Privacy Notice](#) for information on how to exercise your personal data rights here.

10. Complaints Procedure

10.1 If you wish to raise a complaint about the services provided, then you may do so via the Customer Feedback Policy complaints procedure which you can view [here](#).

11. Acceptance

11.1 The free laundry service is included as a benefit as part of living in Acis Students accommodation, if you do not want to receive the laundry credits you can opt-out by emailing sam@acisstudents.co.uk. Please note that there is no financial alternative offered for opting out.

For any questions or clarifications, please contact sam@acisstudents.co.uk or call the site directly on the numbers below.

Trigon, Sheffield: 0114 294 5680

Raleigh Park, Nottingham: 0115 855 9008