



## GUEST ROOM BOOKING TERMS AND CONDITIONS

### 1. Introduction

1.1 The College is noted for its friendly and relaxed atmosphere. The buildings consist of three separate but adjacent houses built near the beginning of the century, and four more modern buildings. This gives a delightful combination, on the one hand, of the intimate atmosphere of domestic Victorian architecture and, on the other, the advantages of modern up-to-date buildings. The buildings are set in nearly three acres of beautiful tree-lined gardens, only a 10 minute walk from the centre of the City with its historic buildings, and within easy reach of the main University departments.

### 2. Facilities

2.1 Self catering residential accommodation is available in College at certain times during the long vacation. The kitchens are equipped with basic equipment. All bed linen and towels are provided. Coin-operated washing machines are available for use. Visitors are welcome to enjoy the gardens, but no pets are allowed. Children over three years of age are welcome. There is limited parking space.

### 3. Accounts

3.1 Payment should be settled on arrival at the College.

### 4. Cancellations and amendments

4.1 All cancellations and amendments must be confirmed by the Domestic Bursary.

4.2 Full charge will be made if booking is cancelled within 7 days of the arrival date. A full 7 days' notice period is required from the start of your booking, UK time.

4.2 We reserve the right to change the room allocated to you at short notice.

### 5. Your satisfaction

5.1 We will do our best to ensure that Guests' experiences are as enjoyable as possible. For example in the case of booking accommodation, every effort will be made to locate groups in adjacent rooms (although this may not always be possible).

5.2 If Guests have a query or complaint it should, in the first instance, be directed to the Porters Lodge.

### 6. Fire Regulations and Health and Safety

6.1 Guests are required to familiarise themselves with, and comply with, all fire regulations, evacuation procedures and health and safety requirements at the property where they are staying or visiting. Each room will contain a Fire Action Notice which should be read and understood immediately on arrival.

6.2 Any malicious activation of, or tampering with, fire alarms will result in a penalty being incurred.

### 7. Arrival and Departure

7.1 Check-in is from 2pm to 10pm and check-out is at 9.30am. On arrival Guests should report to the Porters Lodge where they will be given a key and swipe card and directed to their room(s).

7.2 If you have not vacated your room by 9.30am then we reserve the right to enter the room and remove your belongings in order to prepare the room for the next guest. If we do have to enter your room, we will ensure that two members of staff are present at all times. An additional night will be charged if departure is late.

### 8. Damage or theft

As the individual making the booking, You are responsible for every person whom you are booking on behalf of. If, at any time during a Guests stay or visit, or subsequent to departure, there is discovered damage to or theft, a charge will be made to for the value of repair or replacement.