1) Cancellation Policy

a) If a booking is cancelled more than 2 weeks prior to arrival date, 100% of booking cost less a £10 admin fee will be refunded.

b) If a booking is cancelled 2-1 week prior to arrival date, 50% of booking cost less £10 admin fee will be refunded.

c) If a booking is cancelled less than 7 days prior to arrival date no refund will be given.

d) If a booking is shortened more than 2 weeks prior to arrival date, 100% of the total of nights cancelled less a £10 admin fee will be refunded.

e) If a booking is shortened 2-1 week prior to arrival date, 50% of the total of nights cancelled less a £10 admin fee will be refunded.

f) If a booking is shortened less than 7 days prior to arrival date no refund for the nights cancelled will be given.

g) All other amendments (e.g. moving a booking) have to be submitted in writing no later than 7 days prior to arrival.

h) Please note that we only make refunds to the payment card you used to make the booking.

i) UoL Accommodates may levy additional charges to the Client in the following circumstances to cover the cost:

   I. of making good or replacing any damage, vandalism or breakage caused by the Client or their party to the Rooms, the contents of the Rooms or the Residence;

   II. of any substantial cleaning of the Rooms or common rooms that UoL Accommodates considers reasonable as a result of the actions of the Client, its staff or customers;

   III. of replacing lost or retained keys and, if necessary, replacement locks;

   IV. Cost incurred in relation to the misuse of any fire equipment.

V. If UoL Accommodates provides the Client with any additional services or there are any additional charges, on the production of an invoice, the Client will pay for
these by either the last date of stay or, in the event that UoL Accommodates raise
the invoice after the departure date, within 30 days of the date of the invoice.

VI. UoL Accommodates retains the right to terminate any part of this Agreement,
without penalty, in the event of war, famine, earthquake, pestilence, fire, flood,
act of Government or any other acts of God rendering the Rooms and/or the
Residence uninhabitable.

2) Booking

a) Unless otherwise agreed in writing, the rooms comprising the Booking (“the Rooms”)
are available from 2pm on the day of arrival, and must be vacated by 10am on the
day of departure.

b) UoL Accommodates reserves the right to charge the Client for extra nights, in
accordance with the rates set out above, if any of the Rooms are not fully vacated
and ready for servicing by the departure time.

c) Except by prior agreement, the Client will have non-exclusive access to common
room facilities in the Residence, subject to local arrangements. In the event that UoL
Accommodates grants the Client access to common room facilities, to the exclusion
of any other clients, UoL Accommodates reserves the right for its staff and
contractors to access the common room facilities, at all times. In all cases, UoL
Accommodates reserves the right to prevent or restrict the Client's access to
common room facilities, for whatever reason.

d) Breakfast is included in the room rate and is served in the hall’s dining room. Evening
meals may be available, if interested in booking evening meals, please enquire at
reception on arrival.

e) The Client does not have exclusive use or occupation of the Rooms. UoL
Accommodates reserves the right for its staff, and contractors, to access the Rooms
for cleaning or maintenance reasons, to assist in the general management of the
Residence or in an emergency situation. Prior notice will be given to the Client,
where practicable.

f) Clean bed linen will be provided for each new arrival. For bookings lasting in excess
of seven nights, the Rooms will be serviced and the bed linen changed by UoL
Accommodates on a weekly basis (Monday-Friday). Towels are changed on a
Monday, Wednesday and Friday.
g) UoL Accommodates reserves the right to require the Client and its customers to move to an alternative room or rooms, without an additional charge, at any time during the period of the Booking.

h) UoL Accommodates will provide adequate lighting, water and heating to the Residence, without further charge. UoL Accommodates shall not accept responsibility for interruptions to any public services beyond its reasonable control.

i) Unless expressly requested by the Client and confirmed by UoL Accommodates in writing, the Rooms will not necessarily have disabled access. UoL Accommodates can provide accessible rooms on some sites, subject to availability. The Client must inform UoL Accommodates if they have limited mobility or any other impairment which may affect their ability to self-evacuate their room in the event of an emergency.

j) All customers are expected to abide by the rules and regulations, to familiarise themselves with the fire escape routes, participate in any fire evacuation practices and comply with any instructions issued by UoL Accommodates in connection with the evacuation of the Residences, whenever a fire alarm is activated.

3) **The Client's obligations**

   a) The Client must take reasonable care of the Rooms, the contents of the Rooms and the Residence and behave as a reasonable and responsible occupier.

   b) The Client is responsible for the control and behaviour of their party whilst on UoL premises, and must provide them with all the relevant information

   c) In particular, the Client, and their party must not:-

      I. obstruct access to the Rooms;

      II. remove any of the contents of the Rooms;

      III. use the Rooms or the Residence for any purpose other than as residential accommodation. Specifically the rooms cannot be used for any illegal purpose;

      IV. generate levels of noise that may disturb other residents;

      V. act in a way to cause or which is likely to cause disruption or distress to either UoL Accommodates staff, other visitors, student residents or members of the general public or constitute a serious risk to the health, safety or welfare of others or their property;
VI. Allow more than the designated number of individuals to occupy each room.

d) Additionally, the Client shall ensure that their party comply with UoL Accommodates no smoking policy when on UoL Accommodates property and when outside the entrances or open windows of UoL Accommodates buildings. If any member of the party is found to be smoking in breach of the no smoking policy, UoL Accommodates shall serve the Client with notice requiring the Client to ensure that the person concerned vacates their room within 24 hours. In such circumstances, the Client shall not be entitled to a refund or compensation but will be liable to pay the sum of £100 [plus VAT] to UoL Accommodates in respect of UoL Accommodates cleaning charges.

e) Individuals aged under 18 years of age may be accepted to stay in the Residence but must be accompanied by a designated responsible adult.

f) If the Client or a member of their party is in breach of any of the obligations contained in this document, UoL Accommodates can require the Client to vacate the Rooms and the Residence within 24 hours of UoL Accommodates providing written notice to do so. In such circumstances, the Client shall not be entitled to a refund or compensation.

4) Payment and alterations to the Booking by the Client

a) The Client must pay to UoL the full value of the booking when making a booking.

b) The best price is guaranteed at the time of booking. After the booking has been confirmed the price becomes fixed and is not subject to change.

5) Complaints and matters arising during the Booking

a) Complaints and maintenance matters including any disrepair, damage or defect affecting the Rooms or their contents, the common room or the Residence must be notified to the Residence reception as soon as possible, and will be dealt with by UoL staff or nominated suppliers.

b) With the exception of reception services during advertised hours of business, the office and administration services of the Residence will not be available to the Client’s staff, guests or officers.
6) Miscellaneous provisions

a) If the Client advertises UoL Accommodates facilities in any of its advertising materials, the materials shall state that UoL Accommodates is in no way sponsoring or approving academically the occasion for which the Booking is being made. Failure to observe this condition may lead to the cancellation of the Booking by UoL Accommodates, or the termination forthwith of any services by UoL Accommodates if the Booking has commenced and any payment made will be forfeited.

b) Subject to the provision below, UoL Accommodates is not liable for:

I. the death of, or injury to the Client, their party; or

II. loss or damage to any property of the Client or that of the Client's party; or

III. Any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Client their party in the exercise or purported exercise of the rights granted by the Agreement.

IV. Nothing in this clause shall limit or exclude UoL Accommodates liability for: death or personal injury or damage to property caused by negligence on the part of UoL or its employees or agents, any matter in respect of which it would be unlawful for UoL Accommodates to exclude or restrict liability.

c) UoL Accommodates reserves the right to modify or vary any of the terms of this Agreement.

d) The Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales and the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with it or its subject matter or formation.

7) Web Site Information

a) While all reasonable efforts have been taken to ensure the accuracy of information on the Websites, the Company does not accept responsibility for errors or omissions and reserve the right to amend, cancel or vary any of the arrangements featured on the Websites without notice. Please note that in certain circumstances, generic photographic images have been used to represent the general style of a particular product or Hall.
b) The content of the Websites is the copyright of the Company, and may not be copied, reproduced, published, distributed or amended for any other purpose without our prior written consent.

8) Privacy and Cookies

Privacy Statement

When you supply any personal information to the University of London we have legal obligations towards you in the way we deal with that data. We must collect the information fairly, that is, we must explain how we will use it and tell you if we want to pass the information on to anyone else. In general, any information you provide to the University of London will only be used within the University of London and by its service providers. It will never be supplied to anyone outside the University of London without first obtaining your consent, unless we are obliged or permitted by law to disclose it. This applies to your name, email addresses, personal information and any email correspondence. Also, if you post or send offensive or inappropriate content anywhere on or to the University of London or otherwise engage in any disruptive behaviour on the University of London website, and the University of London considers such behaviour to be serious and/or repeated, the University of London can use whatever information that is available to it about you to stop such behaviour. This may include informing relevant third parties such as your employer, college or email provider about the content and your behaviour.

We will hold your personal information on our systems for as long as you use the service you have requested, and remove it in the event that the purpose has been met. Where personal information is held for people who are not yet registered but have taken part in other services (for example, competitions), that information will be held only as long as necessary to ensure that the service is run smoothly. We will ensure that all personal information supplied is held securely, in accordance with the Data Protection Act 1998.

If you are notified on the University of London website that your information may be used to allow the University of London to contact you for 'service administration purposes’, this means that the University of London may contact you for a number of purposes related to the service you have signed up for. For example, we may wish to provide you with password reminders or notify you that the particular service has been suspended for maintenance. We will not contact you for promotional purposes, such as notifying you of improvements to the service or new services on the University of London website unless
you specifically agree to be contacted for such purposes at the time you submit your information on the website, or at a later time if you sign up specifically to receive such information.

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