

### **Accommodation Bookings – Additional Clarification of Terms and Conditions**

Aberystwyth University provides a perfect base for a holiday or event in the area and we are able to offer visitor accommodation during the summer vacation period. However, due to the nature of our accommodation and the fact that we are a University, our terms and conditions are slightly different to other holiday accommodation providers. Some of these are outlined below for your information and agreement, please also refer to the Conditions of Use of Visitor Accommodation and Facilities at Aberystwyth University which should accompany this form.

#### **1. General**

- a. Group bookings** - you may make a booking on someone else's behalf. You, as group leader, are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.
- b. Contact details**- the booker must be resident within the accommodation for the dates of occupation (external bookings only), and provide a mobile phone number as a contact point in the event of an emergency. Internal bookings must provide a mobile phone number for the group organiser.

#### **2. Payment**

- a. Tariff** – please contact the Conference Office for current charges.
- b. Booking deposit** – a non-refundable deposit of 25% of the rental is required, together with the signed booking form; to confirm all external bookings unless the booking form states otherwise e.g. special events/graduation accommodation which require full payment on booking. Internal bookings will be confirmed upon receipt of a valid Purchase Order.
- c. Payment [external bookings only]** - we accept debit and credit card payments only. The payment terms will be one single card payment for the non-refundable 25% deposit to secure the booking, followed by one single card final payment of the balance, six weeks before the scheduled arrival date, unless the booking form states otherwise.
- d. Internal bookings [AU only]** – a valid purchase order or confirmation of work order code is required to confirm a booking.
- e. Cancellation charges** – for all cancellations the 25% deposit will be charged. No refund is given for cancellations within 4 weeks of the arrival date, unless stated otherwise on the booking form, this replaces clause 8 of the 'Conditions of Use of Visitor Accommodation and Facilities at Aberystwyth University'.

#### **3. Availability**

- a. Availability & location** – please note that accommodation quantities and locations are subject to availability and will be determined by the Conference Office. The accommodation will either be flats or houses accommodating a maximum of 8 people (including children) in SINGLE bedrooms. There is a possibility that some of the

bedrooms may have bunk beds which is a condition of our letting and we are unable to remove them, however, these rooms are let on a single occupancy basis.

- b. **Reception facilities** – there will be no dedicated reception facilities apart from during the set arrival and departure times.

#### 4. Guest details

- a. **Guest names** – a full list of the names of the occupants will be forwarded to the Conference Office no less than four weeks prior to the arrival date. The number of persons occupying the accommodation shall not exceed the numbers of the party stated on the booking form.
- b. **Room occupants** – for fire evacuation purposes, it is not permitted for guests to change bedrooms within the accommodation without prior permission from the Conference Office. Persons other than registered guests are strictly prohibited from staying on Campus.
- c. **Children** - we do not permit people under the age of 18 to stay alone in our accommodation. All children aged 2 and over are to be allocated into their own single bedroom. You must not leave children unattended in the accommodation or public areas at any time. Children are not permitted in shared group accommodation. Please contact the Conference Office if you require clarification.
- d. **Cots** – we do not provide cots or linen for cots. A maximum of one child, under the age of 2, in a travel cot is permitted per bedroom; please enquire as some bedrooms are not suitable for cots.
- e. **Special requirements** – if you, or any member of your group, has any medical or special requirements please contact the Conference Office for advice before making a booking.

#### 5. Arrival and Departure Information

- a. **Arrival & departure times** – are to be confirmed by the Conference Office. Guests may be required to provide a valid form of identification during check-in.
- b. **Early arrivals/late departures** – by prior arrangement only, a charge applies.
- c. **Lost or non-returned keys** – the booker will be charged £30 (plus VAT) per key not returned to reception on departure.

#### 6. Acceptable Use

- a. **Sub-letting** -the customer must not sub-let the accommodation or any part of it or assign the benefit of this agreement.
- b. **Purpose** - the premises shall not be used except for the purposes for which the hire of the accommodation has been agreed by the University. The customer will not engage in activities which are likely to bring the University into disrepute. Please do not carry out activities that alter the state of the accommodation, such as reallocating facilities or items, without the permission of the University.
- c. **Behaviour** - please be aware that there will be other residents staying on Campus during your stay. You must not do anything on the premises, nor exercise the rights, in such a way as to cause damage to the premises or nuisance, annoyance, disturbance, inconvenience, injury or damage to the University or the owners or occupiers of adjacent or neighboring premises.
- d. **Failure to vacate** - if you, or any member of your group, fail to vacate all or part of the accommodation by the requisite time the University will make a charge for a further

night's stay. Failure to vacate includes any persons staying in your party remaining in the accommodation and/or leaving goods and/or personal property in the accommodation.

- e. **Kitchen appliances** – it is not permitted to cover hotplates or leave cookers operating for excessive periods, or overnight, as this is a fire hazard.
- f. **Disposal of sanitary goods** - it is not permitted to dispose of sanitary goods, such as nappies & wet wipes, and related items in the toilet system, as this will cause damage to the drains.
- g. **Candles, smoke and smoking** is not permitted in or within 5 meters of any property. You must not use candles or smoke in our accommodation or interfere with our fire detection system. If you do so we will terminate your booking immediately. We may either (at our sole discretion) request the immediate re-payment of our costs during your stay or instruct a third party to contact you after your stay to recover our costs. The costs we incur if you cause smoke in our accommodation include costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses.
- h. **Damages/breakages/losses** - you must not damage or interfere with any items belonging to us. If you do so we may terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you damage our property. If you request it, we will send a breakdown of these costs to the address used for the booking.

## **7. Facilities**

- a. **Luggage store** – we are unable to provide luggage storage facilities after 10am on the day of departure.
- b. **Wi-Fi** – we are pleased to provide complimentary Wi-Fi for residents over 18 years old. Please request the access form from the Conference Office in advance, or at check-in.
- c. **First aid** – the University does not provide first aid cover for residential guests, please be aware of the location of the nearest A & E and G P Surgery (on Penglais Hill within half a mile) and pass these details to any group members.
- d. **Car parking** is provided free of charge in Campus car parks unless otherwise indicated. You will be issued with a visitors car parking permit with your arrival instructions on request, please ensure that the parking permit is displayed on the dashboard of your vehicle at all times when parked within University managed car parks.
- e. **The use of any amenities**, where offered, such as swimming pools, etc; is entirely at the user's risk and no responsibility can be accepted by the University. No liability for any other loss or damage in connection with the use of such amenities is accepted.
- f. **Common areas** - visitors are required to respect other guests. Common areas such as kitchens, hallways and stairs should be kept clean and free of congestion.

## **8. Health & Safety**

- a. **Access** - the University reserves the right to access an occupied room without notice in the event of an emergency. Access for maintenance may be required during normal working hours for which prior notification will be provided.
- b. **Site Security** – the University provides a reactive Security Service for all University Residences, based from Campus Reception on Penglais Campus. Our Security service comprises of 24/7 roaming patrols which periodically patrol all residential areas. Should

you require any bespoke arrangements in addition to this, please submit a request at least three months prior to the visit. All additional arrangements will be subject to a cost.

- c. **Fire evacuation** – it is the individual or group leader's responsibility to ensure that all guests are aware of evacuation routes and procedures that are indicated on the back of the entrance door of each bedroom.

## **9. Return of accommodation**

All the properties, and related furnishings and fittings are to be returned in the same condition of repair as found, and no furnishings or fittings shall be removed from the accommodation at any time. This includes:

- Disposing of any opened packets of food and removing all fresh food from the fridges.
- Leaving the kitchen & bathrooms in good order.
- Leaving all interior and outside area tidy. If you have moved furniture put it back to its original place.
- Removal of all personal items.
- Disposing of all rubbish in the bins in the supplied.

## **10. Miscellaneous**

- a. **Pets** - are not permitted within any property at any time, apart from registered guide dogs.
- b. **Mail** – the university is unable to take receipt of mail on behalf of residential guests.
- c. **Vehicles** and their accessories and contents are left entirely at their own risk.
- d. **Insurance** – We strongly recommend that you take out insurance to cover the cost of cancellation and other risks including personal accident and personal public liability.
- e. **Acceptance of bookings** - the University reserves the right to decline bookings at its discretion.

## **11. Termination clause**

If you do not comply with these terms and conditions when staying in our accommodation, we may terminate your booking and will require you, and all your guests, to leave immediately, without any refund of monies paid.

## **We reserve the right to amend these terms and conditions**

The Conditions of Use of Visitor Accommodation and Facilities, and AU Risk Assessment attached also apply.