Making a Booking. Availability checks and provisional bookings may be made by telephone or email. To confirm the booking, please complete the online booking form. Full payment is required to secure your booking. Once payment is received an automated letter of confirmation will be emailed to you. The contract for your Accommodation will be subject to the terms and conditions set out below.

Group Bookings. The Accommodation is provided only for the use of the group booking it and the names of each individual in the group must be listed on the booking form or online. Any changes must be notified to the Conference Office before arrival. Numbers must not exceed one person per room. If you are making a booking on behalf of another person you must confirm that you are authorised by each individual to make a booking on their behalf and that they will also be subject to these terms and conditions (and references to “you” in these terms and conditions includes all members of your group).

Changes by the University. If necessary, we reserve the right to provide alternative accommodation and/or facilities to those booked. If our standard charges for the alternative accommodation and/or facilities is less than the amount you were due to pay we will reduce the amount payable accordingly and if applicable refund any difference to you.

Cancellation of a Booking. If we are unable to provide alternative accommodation and/or facilities to those booked we may cancel any bookings. Our liability shall be limited to refunding all monies paid by you at the time of cancellation. If you want to cancel a booking you must do so in writing to us and the date on which we receive that notification is the applicable date. Subject to this, the following will apply:

Cancellations occurring:

- Within 7 days of making a payment - A full refund will be given
- more than ten weeks before arrival - A full refund will be given
- between ten and six weeks before arrival date - you must pay 30% of the full amount of the cost of the booking
- between six and four weeks before arrival date - you must pay 45% of the full amount of the cost of the booking
- between four and one week before arrival date - you must pay 70% of the full amount of the booking
- one week before arrival date or non-arrival - you must pay the full amount of the cost of the booking

If we subsequently fill a cancelled booking we may at our sole discretion either credit or refund to you all or part of the money you have paid to us on the cancellation date, but we may withhold an amount, up to the value of the deposit you have paid, to cover the additional resource, costs and expenses we have incurred.

Support Requirements. If you have any support requirements due to disability, please contact the Conference Office as soon as possible.

Check-in Times. You are asked to check in between 2.00pm and 6.00pm (1400 – 1800 hours) and to check out by 10.00am on the morning of departure. Weekend visitors to Goldney Hall should vacate flats (together with their effects) by 10.00pm (1000 hours). You are expected to leave the accommodation in a clean condition and to return keys.

Inventory. You must check the inventory provided in the Accommodation on arrival and to report to Hall staff any deficiencies found. Please also report any damage or need for repair to Hall staff.

Minors. Minors (persons under 18) are only allowed on University premises with our prior written permission, which must be obtained at the time of booking. Not all Accommodation is suitable for minors. Any minors permitted onto University property are the responsibility at all times of the adults who accompany them and must not be left unattended at any time.

Behaviour on the Premises. You shall not cause or permit to be caused any nuisance or annoyance to the occupants of other accommodation on site or to the neighbours outside the Hall or permit music or noise to be audible outside the Accommodation between 11.00pm and 7.00am (2300 and 0700 hours). You shall not damage or alter the Accommodation or other University premises and interference with any fire or other equipment will be treated as a
serious breach of this Agreement and may result in the person involved and the group he/she is with being told to immediately vacate University premises.

**Smoking.** In accordance with the University’s policy, smoking is not permitted in any University building. This ban is extended to include the areas immediately outside all buildings and windows within the curtilage of University property where tobacco smoke could cause a nuisance to occupants. Anyone wishing to smoke is asked to respect the rights of others to enjoy a smoke-free environment.

**Animals.** Only guide dogs or hearing dogs are allowed by prior arrangement. No other pets are allowed.

**Health and Safety.** We make every effort to comply with our health and safety obligations but it is also your responsibility to ensure that you (and all members of your group) are aware of the procedures in the case of fire or other emergency. For health and safety reasons forms of heating other than those provided are not allowed. You will indemnify (compensate) us for all losses, costs, expenses and damages arising out of your (or any member of your group’s) misuse and/or interference with any fire or other equipment which may include without limitation charges raised by the Fire Service or other public body.

**Termination.** We may terminate any booking at any time if any guest's conduct is in our opinion (acting reasonably) improper, unreasonable and/or in breach of these terms and conditions. In such case you (and anyone with you) must immediately vacate (and remove all of his/her property from) all University premises.

**Liabilities.** The University shall be responsible to you for death or personal injury caused by its negligence and its liability for loss of or damage to a guest’s property is limited to £50 for any one article and a total of £100 in the case of any one guest (but this does not cover cars or other vehicles of any kind or any property left in them, which shall be excluded). In all other cases to the fullest extent permitted by law we do not accept any responsibility for any other loss or damage howsoever caused. You shall be responsible for any damage to University property (or to that belonging to any individual or other organisation), other than fair wear and tear, and for injuries, fatal or otherwise, to any person(s) arising from, or in conjunction with, your use of facilities and/or Accommodation.

**Force Majeure.** This Agreement may be subject to cancellation or variation if it may be necessary as a result of reasons beyond the our reasonable control which may include without limitation our inability to secure labour, materials or supplies or as a result of any act of God, war, strike, lock-out or other labour dispute, fire, flood, drought, legislation.

**Right of Entry.** Our staff or their nominated representatives shall have the right of entry to the Accommodation at all reasonable times on notice for the purposes of necessary maintenance and cleaning, and without notice in emergencies, when access shall be granted immediately.

**Sub-Letting and Use.** Sub-letting, sharing or assignment are not permitted. Accommodation should not be used for any purpose except as short term accommodation and particularly but without limitation not for any business or other commercial purpose or for any activities that we (acting reasonably) regard as dangerous, illegal, immoral, noisy, noxious or offensive.

**Status.** This letting is not intended to create a relationship of landlord and tenant between the parties. Visitors shall not be entitled to a new tenancy or to any statutory tenancy or statutory protection howsoever arising now or on determination of this Agreement.

**General.** To the fullest extent permitted by law, these terms apply to the exclusion of any other terms that you may provide. We each agree that we do not intend to confer any benefit under this Agreement or any right to enforce this Agreement on anyone who is not a party to it. This Agreement is to be governed by the law of England and Wales and the Courts of England and Wales are to have non-exclusive jurisdiction.