

# ONLINE BED AND BREAKFAST AND ROOM ONLY TERMS AND CONDITIONS

## 1. Non-Arrivals and Cancellation

If you need to cancel or change your reservation, please advise Event Exeter by telephoning 0300 555 0214 or by e-mailing [eventexeter@exeter.ac.uk](mailto:eventexeter@exeter.ac.uk) before 12 noon on the day before your arrival. All non-arrivals or cancellations after this time will result in full payment of the pre-paid bookings being retained.

## 2. Amendments to Bookings

Amendments to bookings can be made without charge before 12 noon on the day before your arrival, subject to availability. We will advise you of any changes to the price as a result of the requested amendment. The exception to this is bookings made under the two-night promotional rates, which are non-refundable and non-amendable, as detailed in the advert content.

## 3. Changes to Bookings by Us

Where we deem that there are reasonable commercial or operational reasons for doing so (including, but not limited to, the carrying out of works on the relevant Venue or the Venue being otherwise unavailable), we reserve the right to change the accommodation for an alternative which, in our reasonable opinion, is of equal suitability. In the event that this should become necessary, we shall use all reasonable endeavours to notify you as soon as reasonably practicable.

## 4. Refunds

If a refund needs to be processed due to cancellation or amendment then the refund will be made to the original payment card.

## 5. Images

The images that are used are for illustrative purposes only. We will make every effort to be as accurate as possible, but our accommodation may vary slightly from these images.

## 6. Special Requests

We have some rooms that are accessible to wheelchair users and also many ground floor rooms, in all areas except Reed Hall. We will endeavour to make every possible effort to accommodate your personal requirements. All rooms are subject to availability. We apologise in advance if your particular requests cannot be met. Details of our 'Access Statement' can be viewed on the Bed & Breakfast pages of our website at [www.eventexeter.com](http://www.eventexeter.com). Should you not have access to the internet, you may request a copy by telephoning the Event Exeter office on the number below.

## 7. Late Arrivals

Reception areas are open until 10.30pm (Reed Hall until 6pm). If you arrive outside these times, please contact Estate Patrol (the University's campus security team) who will check you in. A notice containing their telephone number will be displayed on the entrance door if the reception is closed.

## 8. Code of Conduct

The Code of Conduct that we expect guests to adhere to can be found on our website: [www.exeter.ac.uk/eventexeter/wp-content/uploads/2018/04/Event-Exeter-Code-of-Conduct.pdf](http://www.exeter.ac.uk/eventexeter/wp-content/uploads/2018/04/Event-Exeter-Code-of-Conduct.pdf)

## 9. Loss and Damage to Property

It is a condition of the booking that the resident guest shall be held responsible for any loss of or damage to University property. The University cannot accept responsibility for loss of or damage to personal property or vehicles. Guests are therefore advised to be most careful with regard to the security of their belongings and to ensure that accommodation and any vehicles are securely locked and no valuables left unattended.

## 10. Personal Injury

The University is unable to accept liability for death or personal injuries sustained by the guest/s unless proven to have been caused by the negligence of the University or its servants or agents.

## 11. Lost or Non-returned Keys

Failure to return your keys to the Reception on your departure day will result in a minimum charge of £29.50.

## 12. Privacy Notice

The Event Exeter Privacy Notice can be found on our website: [www.exeter.ac.uk/eventexeter/privacy-policy](http://www.exeter.ac.uk/eventexeter/privacy-policy)