

Accommodation, Bed & Breakfast and Room Only Terms and Conditions

COVID-19 specific

1. **Cleaning of rooms** – In line with the current guidelines, we are unable to offer a room service during your stay. Following a stay, the rooms will be fully cleaned using practices developed to ensure a COVID safe environment.
2. **Tea and Coffee** – In line with current guidelines, tea and coffee making ingredients will be made available free of charge at reception, along with individual compostable cups. Guests may wish to purchase a reusable cup, which will also be available from reception. Kettles, sanitised after each stay, will be available in all rooms.
3. **Towels** – Towels will be available in each room, with additional towels available from reception on request.
4. **Amendments to or cancellation of the booking due to COVID-19** - Due to the effects of the Covid-19 outbreak in the United Kingdom, the booker understands and agrees that the booking may be amended, cancelled or postponed by the University up to and including the date of the booking.

The booker acknowledges that the University may have to take one or more of the following measures for the safety of its staff and the safety of the booker to which this booking relates, including without limitation:

- Limiting food or drink availability
- Imposing specific requirements regarding personal protective equipment such as the wearing of masks
- Designating alternative entrance and exit routes
- Designating, where available, alternative accommodation of the University's choosing
- Postponing the booking to a later date
- Cancelling the booking

In the event that the University postpones the booking, it shall discuss with the booker the availability of an alternative date. If the parties are unable to agree on an alternative date, the University shall cancel the booking and return any monies paid to date.

5. **Cancellation by the booker** - In the event of illness or travel restrictions directly attributable to Covid-19, the booker shall inform the University immediately and the University shall return any monies paid to date.

General

6. **Non-Arrivals and cancellations (For direct bookings)** - If you need to cancel or change your reservation, please advise Event Exeter by telephoning 0300 555 0214 or by e-mailing eventexeteraccommodation@exeter.ac.uk, before 12 noon, the day prior to your arrival. All non-arrivals or cancellations after this time will result in the retention of full payment of the pre-paid bookings, except for non-refundable bookings which cannot be amended or refunded.

7. **Amendments to bookings** – Amendments can be made without charge before 12 noon, the day prior to your arrival and subject to availability. We will advise of price changes as a result of the requested amendment. The exception to this is bookings made under the non-refundable and non-amendable discounted rates, as outlined in the promotional content.
8. **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 to the relevant venue or the venue being otherwise unavailable) we reserve the right to change the accommodation to an alternative, which in our reasonable opinion, is of equal suitability. In the event this should become necessary, we will endeavour to notify you as soon as is reasonably practicable.
9. **Refunds** – In the event of cancellation or amendment, all refunds will be made to the original payment card.
10. **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.
11. **Special requests** – We have many ground floor rooms and rooms that are accessible to wheelchairs. We will make every effort to accommodate your personal requirements. All rooms are subject to availability and apologies in advance if your requests cannot be met. Our [Access Statement](#) can be viewed on the Event Exeter website. Should you not have access to the internet, you may request a copy by telephoning the Event Exeter office directly.
12. **Late arrivals** – Reception areas are open until 10.30pm. If you arrive outside of these times, please contact Estate Patrol (the University's 24-hour campus security team) who will check you in. A notice with their contact telephone number will be displayed on the entrance door if the reception is closed.
13. **Code of conduct** – The [Code of Conduct](#) that we expect guests to adhere to can be found on our website.
14. **Loss and damage to property** – It is a condition of all bookings 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 advised to be 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.
15. **Removal of guest belongings from rooms** – Should belongings be left in the bedroom past the required check-out time of 10am, they will be removed to the reception area for collection.
16. **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.
17. **Lost or non-returned keys** – Failure to return your keys to the reception on your departure day will result in a minimum replacement charge of £29.50
18. **Privacy Notice** – The [Event Exeter Privacy Notice](#) can be found on our website.