

University of Exeter Accommodation Terms and Conditions

It is your responsibility as the Client to ensure you read and understand the terms and conditions contained within this document. By confirming your reservation with the University of Exeter you will be legally bound to adhere to them. For the purpose of this document it is important to that Event Exeter is a department within the University of Exeter, providing event management services.

This Agreement is made between the University of Exeter of Northcote House, Queen's Drive, Exeter EX4 4QJ (the "University") and the Client, as detailed in the booking confirmation.

For the purpose of this Agreement, the aforesaid organisations/individuals may be referred to individually as a "client" or collectively as "clients". This refers to the booker and/or guest(s) residing in the booked accommodation.

COVID-19 specific (applicable for stays during April 2022)

1. **Cleaning of rooms** – 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.

Guidelines can be found on the government website <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

2. **Tea and Coffee** – Tea and coffee making components will be made available free of charge in bedrooms and tops up available from reception, along with individual vegware cups. 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.

COVID-19 specific (applicable for stays June - September 2022)

4. **Cleaning of rooms** – bedrooms will be serviced on a daily basis. Should you not wish for your bedroom to be serviced during the vacation of your stay it is the clients responsibility to either advise reception or display the 'Do not disturb' door hanger. Following a stay, the rooms will be fully cleaned using practices developed to ensure a COVID safe environment.

Guidelines can be found on the government website <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

5. **Tea and Coffee** – Tea and coffee making components will be made available free of charge in bedrooms to include china cups, with tops up available from reception. Kettles, sanitised after each stay, will be available in all rooms.
6. **Towels** – Towels will be available in each room, with additional towels available from reception on request, or by leaving on the floor for replacement during daily servicing.



7. The client acknowledges that the University of Exeter may have to take one or more of the following measures for the safety of its staff and the safety of the client 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 face coverings in all indoor communal areas;
 - designating alternative entrance and exit routes;
 - designating, where available, alternative accommodation of the University of Exeter's choosing;
 - postponing the booking to a later date; and
 - cancelling the booking;

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

8. 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 client understands and agrees that the booking may be amended, cancelled or postponed by the University of Exeter up to and including the date of the booking.

9. COVID-19 information

You SHOULD NOT travel if you or a member of your party displays any of the symptoms known to indicate a possible COVID-19 infection.

These are:

- a high temperature;
- a new, continuous cough;
- a loss or change to your sense of smell or taste;

Please refer to the Government pages for guidance

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

10. Symptoms during your stay

If you develop symptoms during your stay, or are asked to isolate through Track and Trace, please inform reception immediately and follow the Government guidance around self-isolation and testing.

Visit the Government website for further details, including instructions on how to book a test

<https://www.gov.uk/coroavirus>

Client(s) with confirmed or suspected COVID-19 should return home if they reasonably can, but this may not always be possible. Client(s) should return home, where safe, using their own transport or private transport. Our Reception can assist in booking private transport. Should you depart prior to your confirmed departure date due to self-isolation and/or COVID-19 symptoms the University of Exeter will refund 50% of the value for the nights cancelled.

Should you be required to self-isolate in your current location our reception team will advise you on options during your stay to facilitate self-isolation. Any additional services such as catering and hospitality and extended room nights will be chargeable to the client.

Testing and notification to the NHS/Government is the responsibility of the client.

In any event, the University of Exeter reserves the right to cancel any reservations (before or during the stay) to the extent it is for self-isolation.

11. Positive result for COVID-19

If the client (and any relevant members of their family or party, such as those sharing a room) have a positive result for COVID-19 you are required to immediately self-isolate. Please inform Reception and you will be asked to self-isolate in your room until you are able to return home safely.

Clients with confirmed or suspected COVID-19 should return home if they reasonably can, but this may not always be possible. Clients should return home, where safe, using their own transport or private transport. Our Reception can assist in booking private transport. Should you depart prior to your confirmed departure date due to self-isolation and/or COVID-19 symptoms the University of Exeter will refund 50% of the value for the nights cancelled.

In any event, the University of Exeter reserves the right to cancel any reservations (before or during the stay) to the extent it is for self isolation.

12. International Travel and quarantine

University of Exeter accommodation is not a registered as a quarantine hotel. If you require a quarantine hotel due to International travel, please refer to the government pages

<https://www.gov.uk/guidance/booking-and-staying-in-a-quarantine-hotel-when-you-arrive-in-england>

You must immediately notify us to the extent you or anyone staying with you (or on your reservation) should be in quarantine pursuant to Government guidelines. In this instance, the University of Exeter will refer you to the government's list of quarantine hotels.

In any event, the University of Exeter reserves the right to cancel any reservations (before or during the stay) to the extent it is for quarantine.

13. Cancellation by the client

In the event that, due to illness or travel restrictions directly attributable to Covid-19, the client shall inform the University of Exeter immediately and the University of Exeter shall refund any monies paid to date.

General

14. **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.
15. **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.
16. **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.

17. **Named individuals on bookings** – rooms must only be occupied by those persons named on the original booking. We do not allow swapping of guests within a booking period.
18. **Refunds** – In the event of cancellation or amendment, all refunds will be made to the original payment card.
19. **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.
20. **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 we apologise 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.
21. **Late arrivals** – Reception areas are open until 10.30pm. If you arrive outside of these times, please contact Estate Patrol (the University of Exeter'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.
22. **Code of conduct** – The [Code of Conduct](#) that we expect clients to adhere to can be found on our website.
23. **Loss and damage to property** – It is a condition of all bookings that the resident client shall be held responsible for any loss of or damage to University of Exeter property. The University of Exeter cannot accept responsibility for loss of or damage to personal property or vehicles. Clients 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.
24. **Removal of client 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.
25. **Personal injury** – The University of Exeter is unable to accept liability for death or personal injuries sustained by the client(s), unless proven to have been caused by the negligence of the University of Exeter or its servants or agents.
26. **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
27. **Privacy Notice** – The [Event Exeter Privacy Notice](#) can be found on our website.