

# 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 note 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. Where cancellation is necessary the University of Exeter shall refund any monies paid to date.

**9. COVID-19 information**

You should follow current government advice on travel if you or a member of your party displays any of the symptoms known to indicate a possible COVID-19 infection. If you are unwell, you are recommended to stay at home.

If you become unwell during your stay, we recommend you use a face covering in communal areas and if meeting with others, including our staff. Hand gel for you to use is located at various locations around the accommodation and the wider campus and please maximise the use of fresh air by opening windows.

During the pandemic the rules and requirements have frequently changed. We ask that you follow any instructions given to you verbally, in writing, or in communication materials around the accommodation or campus, such as posters, during your stay.

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. International Travel and quarantine**

University of Exeter accommodation is not a registered as a quarantine hotel. In the event that travel rules change and quarantine is re-introduced, 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.

**11. 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, with the exception (where applicable) of any dates stayed.

**General**

- 12. 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](mailto: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.
- 13. 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.
- 14. 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.
- 15. 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.
- 16. Age Restrictions** - You must be at least 18 years old to make a reservation. The maximum room occupancy is 2 persons. Those under 18 years old are not permitted to stay unless a parent or guardian is also staying at all times. We reserved the right to request valid photographic proof of identity and age. Children aged 16 or 17 years will be permitted to stay in separate room(s) under the responsibility of the parent or guardian, who must also stay in the accommodation at all times the minors are within the accommodation.
- 17. Refunds** – In the event of cancellation or amendment, all refunds will be made to the original payment card.
- 18. 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.
- 19. Special requests** – We have many ground floor rooms and some rooms near lifts. Please specify your preference at the time of booking or in advance of your arrival and 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. We would be happy to discuss individual requirements with guests who have a disability or who believe they would require assistance during an evacuation. Advance notice prior to arrival for complex requests would be appreciated.
- 20. 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.

21. **Code of conduct** – The [Code of Conduct](#) that we expect clients to adhere to can be found on our website.
22. **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.
23. **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.
24. **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.
25. **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
26. **Privacy Notice** – The [Event Exeter Privacy Notice](#) can be found on our website.