



# 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.

- 1. Cleaning of rooms** – bedrooms will be serviced on a daily basis. Should you not wish for your bedroom to be serviced during the duration of your stay, it is the client's 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 safe environment.
- 2. Tea and Coffee** – Tea and coffee will be made available free of charge in bedrooms, to include china cups, with top up available from reception. Kettles are available in all rooms.
- 3. 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.
- 4. 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), 24 hours or more before 00:00 GMT on the day of check-in. All non-arrivals or cancellations after this time will result in the retention of full payment of the pre-paid bookings. Non-refundable bookings cannot be amended or refunded. However, with non-refundable bookings one date change will be permitted during the year of the original reservation, subject to availability of dates and accommodation.
- 5. Amendments to bookings** – Amendments can be made without charge 24 hours or more before 00:00 GMT on the day of check-in and subject to availability. We will advise of price changes as a result of the requested amendment. For non-refundable bookings, one date change is permitted subject to availability during the year of the original reservation only.
- 6. Changes to bookings by** – 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:

- designating, where available, alternative accommodation of the University of Exeter's choosing;
- postponing the booking to a later date; and
- cancelling the booking.

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 that this should become necessary, we will endeavour to notify you as soon as is reasonably practicable.

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.

- 7. VAT Receipts** – The VAT number is shown on all booking confirmations. If you wish for an official VAT receipt of payment to be provided, then these can be provided at the point of check-in or post your stay.
- 8. 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.
- 9. Guest Details** – All bookings require guest names, addresses and contact telephone numbers to be completed on registration cards upon arrival. This is required should there be a need to contact you during or post your stay.
- 10. 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 reserve 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.
- 11. Refunds** – In the event of cancellation or amendment, all refunds will be made to the original payment card.
- 12. 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.
- 13. 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.
- 14. Late arrivals** – Reception areas are open until 10.30pm. If you arrive after this time, 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.

- 15. Code of conduct** – The [Code of Conduct](#) that we expect clients to adhere to can be found on our website.
  
- 16. 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. Should a client wish for left property to be returned, then it is the client's responsibility to pay for return carriage of such items.
  
- 17. 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.
  
- 18. 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.
  
- 19. 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 which will be made for all keys not returned within 7 working days from the end of the stay.
  
- 20. Privacy Notice** – The [Event Exeter Privacy Notice](#) can be found on our website.