



TERMS AND CONDITIONS OF BOOKING – GROUP BOOKINGS:

1. Unless otherwise agreed in writing, the rooms comprising the Booking (“the Rooms”) are available from 2pm on the day of arrival, and must be vacated by 10am on the day of departure. UCL reserves the right to charge the Client for extra nights, in accordance with the rates set out above, if any of the Rooms are not fully vacated and ready for servicing by the departure time.
2. Except by prior agreement, the Client will have non-exclusive access to common room facilities in the Residence, subject to local arrangements. In the event that UCL grants the Client access to common room facilities, to the exclusion of any other clients, UCL reserves the right for its staff and contractors to access the common room facilities, at all times. In all cases, UCL reserves the right to prevent or restrict the Client’s access to common room facilities, for whatever reason.
3. Where breakfast has been booked, it is either a full English breakfast or a continental breakfast. Evening meals may be available at the catered residences. If interested in booking evening meals, please enquire in advance of your arrival.
4. The Client and its customers do not have exclusive use or occupation of the Rooms. UCL reserves the right for its staff, and contractors, to access the Rooms for cleaning or maintenance reasons, to assist in the general management of the Residence or in an emergency situation. Prior notice will be given to the Client, where practicable.
5. Clean bed linen will be provided for each new arrival. For bookings lasting in excess of seven nights, the Rooms will be serviced and the bed linen changed by UCL on a weekly basis.
6. UCL reserves the right to require the Client and its customers to move to an alternative room or rooms, without an additional charge, at any time during the period of the Booking.
7. UCL will provide adequate lighting, water and heating to the Residence, without further charge. UCL shall not accept responsibility for interruptions to any public services beyond its reasonable control.
8. Unless expressly requested by the Client and confirmed by UCL in writing, the Rooms will not necessarily have disabled access. UCL can provide accessible rooms on some sites, subject to availability. The Client must inform UCL if any of its staff or customers have limited mobility or any other impairment which may affect their ability to self-evacuate their room in the event of an emergency. It is the responsibility of the Client to nominate a “buddy” for each and every person requiring assistance, who can assist that member of staff or customer in evacuating to the assembly point.
9. UCL will provide the Client with a document titled “Information for Summer Visitors” as an appendix to this Agreement. UCL expects the Client to distribute this information to all of the Client’s customers regarding rules and fire regulations. All customers are expected to abide by the rules and regulations, to familiarise themselves with the fire escape routes, participate in any fire evacuation practices and comply with any instructions issued by UCL in connection with the evacuation of the Residences, whenever a fire alarm is activated.

The Client's obligations

10. The Client and its customers must take reasonable care of the Rooms, the contents of the Rooms and the Residence and behave as a reasonable and responsible occupier.
11. The Client is responsible for the control and behaviour of its customers whilst on UCL premises, and must provide their customers with a copy of the document "Information for Summer Visitors", before the date of arrival and the Client, its staff and customers must comply with the terms of that document.
12. In particular, the Client, its staff and customers must not:-
 - a. obstruct access to the Rooms;
 - b. remove any of the contents of the Rooms;
 - c. use the Rooms or the Residence for any purpose other than as residential accommodation. Specifically the rooms cannot be used for any illegal purpose;
 - d. generate levels of noise that may disturb other residents;
 - e. act in a way to cause or which is likely to cause disruption or distress to either UCL staff, other visitors, student residents or members of the general public or constitute a serious risk to the health, safety or welfare of others or their property;
 - f. allow more than the designated number of individuals to occupy each room.
13. The Client shall provide adequate resident staff, as appropriate, to ensure that their customers abide by all UCL and Residence regulations, especially the noise and safety policies.
14. Additionally, the Client shall ensure that its staff and customers comply with UCL's no smoking policy when on UCL property and when outside the entrances or open windows of UCL's buildings. If any member of staff or customer of the Client are found to be smoking in breach of the no smoking policy, UCL shall serve the Client with notice requiring the Client to ensure that the member of staff or customer concerned vacates their room within 24 hours. In such circumstances, the Client shall not be entitled to a refund or compensation but will be liable to pay the sum of £100 [plus VAT] to UCL in respect of UCL's cleaning charges.
15. The Client shall ensure that all of its customers can prove their age by the production of official ID or a passport. Individuals aged under 18 years of age may be accepted to stay in the Residence but must be accompanied by a designated responsible adult who has been nominated by the Client to undertake this role. The Residence management must be informed in advance of the names and contact numbers of the responsible adults and the names and ages of the minors. The responsible adults are expected to be able to respond promptly if requested to do so by either UCL or the Client and failure to do so will result in UCL serving the Client with notice requiring the Client to ensure that the minor and the responsible adult leave the Residence within 48 hours. In such circumstances, the Client will not be entitled to a refund or compensation. Unaccompanied children discovered on site will be referred to the appropriate authorities by UCL and UCL will not accept responsibility for the safety of any unaccompanied child.
16. If the Client, a member of its staff or a customer are in breach of any of the obligations contained in this document, UCL can require the Client to vacate the Rooms and the Residence within 24 hours of UCL providing written notice to do so. In such circumstances, the Client shall not be entitled to a refund or compensation.

Payment and alterations to the Booking by the Client

17. The Client must pay to UCL:-
 - a. a non-refundable deposit of 25% of the total cost when returning a signed copy of the Agreement; and
 - b. The balance by 6 weeks before arrival.
18. The Booking is not confirmed until the Client has paid the deposit and signed and returned this Agreement to UCL Student Accommodation at the address specified in the agreement.
19. UCL will only accept written instructions to change or cancel the Booking received from the Client's authorised representative. Any such requests should be sent to the person at UCL Student Accommodation specified in the agreement.

20. A change or cancellation to the Booking is only accepted by UCL when such acceptance is confirmed to the Authorised Representative in writing.

21. In the event of a full or partial cancellation of the Booking, the Client shall pay the following charges to UCL within 30 days of UCL acknowledging acceptance of the cancellation:-

<u>Cancellation request received by UCL</u>	<u>Value of the cancelled Booking payable</u>
More than six months prior to the arrival date	25% (effectively the deposit)
Between three and six months prior to the arrival date	50%
Between six weeks and three months prior to the arrival date	75%
Less than six weeks prior to the arrival date	100%

22. UCL may levy additional charges to the Client in the following circumstances to cover the cost:-

- a. of making good or replacing any damage, vandalism or breakage caused by the Client or its staff or customers to the Rooms, the contents of the Rooms or the Residence;
- b. of any substantial cleaning of the Rooms or common rooms that UCL considers reasonable as a result of the actions of the Client, its staff or customers;
- c. of replacing lost or retained keys and, if necessary, replacement locks;
- d. incurred in relation to the misuse of any fire equipment.

23. If UCL provides the Client with any additional services or there are any additional charges, on the production of an invoice, the Client will pay for these by either the last date of stay or, in the event that UCL raise the invoice after the departure date, within 30 days of the date of the invoice.

24. UCL retains the right to terminate any part of this Agreement, without penalty, in the event of war, famine, earthquake, pestilence, fire, flood, act of Government or any other acts of God rendering the Rooms and/or the Residence uninhabitable.

Complaints and matters arising during the Booking

25. Complaints and maintenance matters including any disrepair, damage or defect affecting the Rooms or their contents, the common room or the Residence must be notified to the Residence reception as soon as possible, and will be dealt with by UCL staff or nominated suppliers.

26. If the Residence reception is shut and, in the case of emergencies, the Client should use the on call emergency service.

27. In the event that the Client, a member of its staff or one of its customers uses the on call emergency service and UCL staff or designated officers have to attend any incident not considered an emergency, i.e. noise, disruption, false actuation or tampering with fire alarms or other safety equipment, UCL will charge an out of hours call out charge to the Client.

28. With the exception of reception services during advertised hours of business, the office and administration services of the Residence will not be available to the Client's staff, guests or officers.

Miscellaneous provisions

29. If the Client advertises UCL's facilities in any of its advertising materials, the materials shall state that UCL is in no way sponsoring or approving academically the occasion for which the Booking is being made. Failure to observe this condition may lead to the cancellation of the Booking by UCL, or the termination forthwith of any services by UCL if the Booking has commenced and any payment made will be forfeited.

30. Subject to the provision below, UCL is not liable for:

- a. the death of, or injury to the Client, its staff, customers or invitees to the Residence; or
- b. loss or damage to any property of the Client or that of the Client's staff, customers or other invitees to the Residence; or

- c. any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by the Client or the Client's staff, customers or other invitees to the Residence in the exercise or purported exercise of the rights granted by the Agreement.

Nothing in this clause shall limit or exclude UCL's liability for:

- a. death or personal injury or damage to property caused by negligence on the part of UCL or its employees or agents; or
- b. any matter in respect of which it would be unlawful for UCL to exclude or restrict liability.

31. The Agreement does not make either party the agent of the other.

32. The benefit of this Agreement is non-assignable.

33. UCL reserves the right to modify or vary any of the terms of this Agreement.

34. This Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales and the parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with it or its subject matter or formation.