Wilson House and Pembridge Gardens Accommodation Booking Terms and Conditions Summer 2017

Thank you for choosing Imperial College Summer Accommodation. We look forward to welcoming you in one of our residences. Please read our Booking Term and Conditions carefully.

Please be advised that by making this booking you and your party are entering into an agreement with us based on the below terms and conditions exclusively. Failure to read the below does not abrogate the applicability of the obligations contained herein. Please note that these terms and conditions apply for maximum of 9 rooms. For 10 rooms and beyond, please refer to our Group Terms and Conditions.

**Pembridge Gardens**
Pembridge Hall is located in Notting Hill, just 5 minutes walk from Notting Hill Underground station; a Victorian period building located in one of the most attractive parts of London, home to the famous Portobello Road Market.
Pembridge Hall has kept all of its original Victorian features, boasting high ceilings and intricate decor. It offers Standard and En-suite rooms equipped with mini fridge, private telephone and tea and coffee-making facilities in communal kitchens.

The minimum booking period of stay is 3 days.

**Wilson House**
Wilson House recently reopened its doors following an extensive 12-month refurbishment. It comprises 22 inter-connected Victorian period houses with a brand new, purpose built residential block to the rear. Paddington Rail and Underground Stations are just 5 minutes’ walk away providing access to frequent main line train and Bakerloo, Hammersmith & City, Circle and District Line services. The area is also served by several frequent bus services.

The minimum booking period of stay is 3 days.

**Accommodation Dates**
First check-in date – 3rd July 2017
Last Check-out date – 25th September 2017 (last night of stay is 24 September 2017)

**Availability**
Rooms are booked on first come first served basis.
Accommodation is available in selected Imperial student halls. We may change your Hall at any time and without prior notice, depending on availability at the time.

**The rate you pay**
All rates we advertise are accurate at the time of booking, but we reserve the right to change any of them at any time. No refund will be given if the rates change subsequent to the time of booking. In case specific policies apply to a particular room or rate, the specific room/rate policy prevails over the general hotel policy.

**Payments and deposits**
Full pre-payment is required in order to confirm your booking, unless otherwise stated. You must be able to provide photographic identification such as a passport or driver’s license and same credit card you have paid with when checking in to our accommodation.

**Cancellation policy**
For a full refund of accommodation fees, cancellation must be made a full 48hrs prior to accommodation’s local check-in time (2PM). If a refund needs to be processed due to cancellation or amendment then the refund will be made to the original payment card.

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<td>More than 7 days prior to arrival</td>
<td>100%</td>
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<td>6 days - 24hrs prior to arrival</td>
<td>1st night charge</td>
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<td>Day in question</td>
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**No Show**
In case of no-show, the full stay will be charged and your room will be released after the first day of your expected arrival.

**Amendments**
Amendments involving no reduction in the total price of the booking will not incur a penalty, subject to availability. You may be able to make an amendment involving a reduction in the total price of the booking up to 48hrs prior to arrival. All modifications must be made a full 48hrs prior to accommodation’s local check-in time (2PM). However please note that the amendment can only be made at the same property as the original booking, and can only be made where future availability exists: otherwise a cancellation is required. Once in house if a guest wishes to shorten their stay, no refund will be given.
Relocation
Imperial College operates a relocation policy. If a room is unavailable on arrival (except due to an event beyond our reasonable control - see Force Majeure section) we will either provide a room in another Imperial College residence or if in our reasonable opinion there is no suitable alternative available, we will allow the cancellation of your booking and authorise a full refund. In the unlikely event of us changing your originally booked room type or a hall of residence, if the new room/hall of residence is cheaper than the originally booked one you can receive a refund for the difference; if the new room/hall of residence is more expensive than the originally booked one, we will absorb the difference in the rate.

Check-in area and Collection of Keys
You can check in from 14.00 on the scheduled day of arrival. Please be aware that keys are issued to you as part of your registration contract. These keys cannot be shared with another person. If you are found to let unauthorised people to access the Hall and creating security problems, evictions will follow automatically. There is a minimum fee of £40 for any lost or unreturned key fobs and key/swipe cards.

Keys/ Swipe cards/ Key fobs
Guests are required to return their keys and swipe cards to the Check-in desk by 10am on the morning of departure assuming that you have paid in full, according to these Terms and Conditions. Keys must be handed to a Duty Receptionist. If you fail to check out by 10am, you will be charged for the equivalent nightly rate at that time. Under these circumstances, we reserve the right to remove your property from your room without notice and place it in a relevant storage facility.

Access
The College reserves the right to enter the accommodation to make periodic checks, or for any other reasonable purpose. In exceptional circumstances, where urgent entry is deemed appropriate, the College reserves the right to enter the accommodation at any time without notice.

The College reserves the right to terminate the reservation at any time if the premises are found to be used for any illegal purpose. In such circumstances, monies paid will not be refunded and any outstanding debts must be settled immediately.

Damage
The guest or his/her visitor to the property of Imperial College London or any other guest or person permitted to be on site, agrees to comply with the following:
Not to obstruct access to the rooms in the Residence;
Not to remove any of the contents of the rooms in the Residence;
Not to act in a way to cause or which is likely to cause disruption or distress to either College 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;
Accept full financial liability for any loss or damage it may cause to College property within the accommodation, including rooms and public areas and all fixtures, fitting and equipment, including any cleaning costs.
Not to compromise one’s safety or the safety of others (e.g. never prop open fire doors especially kitchen doors or remove window restrictors as a fine of £75.00 will be levied if they are found to have been tampered with).

Underage Guests
Please note that all Guests must be over 18 years old at the time of stay. You must also be 18 years old at the time of booking and possess the legal capacity and authority to book and take up the offers advertised by us if they are still available. It is a condition of your booking with us that no persons under 18 years old are brought onto the premises, even if accompanied by an adult who is staying at the accommodation.

Visitors
For fire safety reasons all visitors must be signed in and out in the Visitors Log Book which is located at the Reception. Please note that unless a visitor has been signed in and out officially using this visitor log book that person has no right to be on the premises and our security or reception staff have the authority to ask that person to leave the premises.

No more than 4 visitors at any time are permitted in a bedroom at any time.
No overnight visitors are allowed at any time.

Bedrooms
Twin rooms have two single beds. Single rooms have one single bed. Each room is equipped with a wardrobe, desk, phone, chair, desk lamp and IT sockets. Internet cables are not provided but can be purchased locally. WIFI is not accessible in bedrooms.
Linen and towels are provided.

Pets
Pets are not allowed at Imperial College except those registered to provide assistance to disabled people, such as Guide Dogs for the Blind or Hearing Dogs for the Deaf.

Kitchen Facilities
Self-catering facilities are provided for the benefit of all guests. As there are a number of kitchens in each residence we ask you to use only the kitchen that is made available to you at check-in. Kitchens are shared between 5 and 15 rooms. Items that you leave in your designated kitchen are left there at your own risk. Kitchens are equipped with fridge-freezers, kettles, microwaves, toasters, hobs (Wilson House only), and ovens (Wilson House only). No other kitchen appliances apart from the ones provided by the College can be used. Any personal kitchen appliance found in the kitchens or the bedrooms will be removed immediately.
Guests are advised to bring their own kitchen utensils since none are provided. Complimentary Coffee and Tea is provided in the communal kitchens. Imperial College London does not accept liability in any way for items that may go missing from these kitchens. Please be aware that there are other people using these facilities and you must respect the property of other residents and not remove any items from the kitchen that are not your own. Cooking facilities in the kitchens should only be used between the hours of 6:30am and 10:30pm. We request that guests dispose of rubbish carefully and with consideration to fellow residents. Rubbish must be disposed of by using refuse bins provided. Food and rubbish should never be left out on table tops or other surfaces. Pots, pans and other kitchen utensils must be cleaned immediately after use.

Electricity
Electrical appliances must be used carefully. Gas and liquid fuel heaters, candles, kettles, irons, rice cookers and cooking appliances must not, in any circumstances, be used in bedrooms. Electric fires and heaters must not be used in bedrooms unless provided by the College.

Shared Bathrooms
Bathrooms are shared between 4-6 rooms.

Cleaning
Bedrooms are serviced once a week. Communal areas are cleaned daily Monday to Saturday.

Smoking
On the 1st of July 2007 England introduced a law to make all enclosed public spaces smoke free. Smoking is NOT permitted in any College property. If you or your visitors are found smoking, or there is evidence of tampering to any smoke detectors or other fire prevention equipment, a minimum penalty of £100 applies.

We operate a strict No Drugs Policy in accordance with Imperial College London Rules and Regulations.

Luggage
Luggage storage is available at most check in centres throughout the College. If you or your party wish to store more than 5 pieces of luggage please contact the relevant Check In centre (Reception) in advance. We accept no responsibility for any damage or loss of luggage stored on our premises. We will only store luggage for a maximum of 12 hours prior to arrival and post departure; any luggage left in our storage for longer than 12 hours maybe disposed of without prior knowledge.

Additional Information
Free internet access – wifi in all public areas; wired internet in the room. Please note wifi cannot be guaranteed in the room. Guests are encouraged to bring an Ethernet cable; alternatively cables can be purchased from Reception (price £4.00).

There are telephones in all bedrooms, which are on internal access only. Regretfully we do not offer a direct dial service. You will be able to purchase pre-paid telephone cards from the post office which will allow you external dialling.

Parking - No parking available on-site.

Public parking- NCP option: http://www.ncp.co.uk/

In the Event of an Emergency - For emergencies please dial 4444.
If you should need urgent assistance or have any questions, you will be able to contact your respective reception desk at the advertised hours of opening. Outside of these hours you can contact security for non-emergencies:
Ext. 58914 or 0207 589 1000

Complaints
Any complaints must be made in writing to Imperial College Summer Accommodation Office within 7 days of the event in order for constructive action to be taken.

Force Majeure
Imperial College shall not be under any liability for failure to perform its obligation during any period of time, when such performance is prevented by circumstances beyond its reasonable control in situations such as, but not limited to, the following:
Acts of God, explosions, flood, lightning, tempest fire or accident
War hostilities (whether declared or not), invasion, act of foreign enemies
Rebellion, revolution, bylaws, refusals to grant any licences or permissions, prohibitions or measures of any kind on the part of the governmental authority
 Strikes, lockouts or other individual actions or trade or disputes of whatever nature.

Insurance Coverage
Imperial College London does not provide insurance for your personal items whilst left in your bedroom or in any other part of the building. Should you suffer a loss of any personal items, we ask that you complete an incident form that is available at reception. This form is for our information only and does not constitute in any part an insurance claim. You are advised to take out valid travel insurance

Commencement and Duration
This agreement shall commence on the date when full payment is received and confirmed in writing by the reservation team, and shall be deemed terminated at the end of the Contract Period.
Termination
Without affecting any other right or remedy available to it, Imperial College may terminate this agreement with immediate effect by giving notice to the Organiser if the Organiser commits a material breach of any of the conditions listed above.

Assignment
This agreement is personal to the parties and neither party shall assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement.

It is not intended that any person other than the College or the Client will be entitled to enforce any provisions of this agreement and no third party will be entitled to enforce any of the provisions of this agreement under the Contracts (Rights of Third Parties) Act 1999.

Governing Law
This agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

Please note that every booking confirmation is subject to agreement with the above terms and conditions.

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