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

Accommodation Dates
First check-in date – 29 June 2019
Last Check-out date – 23rd September 2019 (last night of stay is 22nd September 2019)

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.

Min. Stay
Please note that the following min. nights’ stay requirements apply:
Princes Gardens – 1 night
Beit hall – 1 night
Pembroke Gardens – 2 nights
Wilson House – 2 nights
Woodward Buildings – 2 nights

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.

Breakfast
Breakfast is available to book for guests staying in Beit hall and Princes Gardens. Where pre-booked, breakfast offers a choice of Full English or Continental Breakfast served in the Senior Common Room Restaurant, Level 2, Sherfield Building, approx. 3 min walk from Beit Hall and 4 min walk from Princes Gardens. In your breakfast are included: 5 cooked items, bowl of cereal or fruit salad, croissant or toast, glass of juice, tea or coffee. Please note that breakfast must be booked on advance. Guests who have pre-booked breakfast will be issued with a breakfast voucher on arrival. The voucher must be presented in the Senior Common Room Restaurant. Guests who do not present the breakfast voucher may be refused entry.

Refundable bookings
Payment - on arrival given that a valid debit/credit card has been provided at the time of booking

Cancellation
More than 48hrs prior to arrival 100% refund
48hrs or less No refund

No Show - No refund

Amendments
More than 48hrs prior to arrival no amendment charge, new booking cost apply
Non-refundable bookings

Payment – full pre-payment is required at the time of booking for all non-refundable reservations. Our preferred method of payment is via the secure online payment portal.

Cancellations - 100% cancellation charges apply and no refund can be offered.

No Show - full stay will be charged and your room will be released after the first day of your expected arrival

Amendments – no amendments allowed

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 and Check out

Guests can check in from 14.00 on the scheduled day of arrival. 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. Please be aware that keys are issued as part of the booking contract. These keys cannot be shared with another person. If a guest is found to let unauthorised people to access the property and creating security problems, they may be asked to leave. There is a minimum fee of £25 for any lost or unreturned keys/ swipe cards on departure. If a guest fail to check out by the stipulated time, they will be charged for the equivalent nightly rate at that time. Under these circumstances, the College reserves the right to remove guest property from the 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**

You must 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 any person who is under 18 years old must be accompanied by an adult whilst staying at the accommodation. We have the right to refuse entry to persons under the age of 18 that are not accompanied by a responsible adult. Our staff has the right to ask for photographic identification if they believe you to be under the age of 18.

Children under the age of 2 require a travel cot which can either be provided by you, or booked in advance with us free of charge; please be aware our stock of travel cots is limited and linen is not provided. Children over 2 years of age must have their own bed and will be charged as an adult. Maximum capacity for baby cots in a room is 1.

Please note that baby cots can be provided only in Princes Gardens. Not all rooms can accommodate baby cots.

**Underage Guests – Beit Hall**

Please note that no guest under the age of 18 can stay in Beit Hall. 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, including the quadrangle and bar area, 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.

**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**

**Beit Hall and Princes Gardens**

Please note there is no access to kitchens and self-catering facilities in Princes Gardens and Beit Hall. Kettles and tea/coffee making facilities are provided in all bedrooms.

**Pembridge Gardens, Wilson House and Woodward Buildings**

Guests of Pembridge Gardens, Wilson House and Woodward Buildings are welcome to use the kitchen that is made available to them at check-in. Items that guests leave in designated kitchens are left there at their own risk. Kitchens are equipped with fridge-freezers, kettles, microwaves and toasters. Hobs and ovens are available only in Wilson House. 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 for items that may go missing from kitchens. Please be aware that there are other people using the facilities and 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 on the premises. Electric fires and heaters must not be used in bedrooms unless provided by the College.

**Housekeeping Schedule**
Bedrooms in Princes Gardens and Beit hall are cleaned on daily basis. Linen and towels are changed every 3 days. Communal areas and shared bathrooms (where applicable) are cleaned daily Monday to Saturday.

Bedrooms in Pembridge Gardens, Wilson House and Woodward Buildings are cleaned once a week. Linen and towels are changed once a week. Communal areas and shared bathrooms are cleaned daily Monday to Saturday.

**Shared Bathrooms (available in Beit Hall, Wilson House and Pembridge Gardens)**
Bathrooms are shared between 4-6 rooms.

**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, 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. If you 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 check-in and after check-out; any luggage left in our storage for longer than 12 hours maybe disposed of without prior knowledge.

**Internet**
Free wifi access available in all properties. Please ask reception for instructions on how to connect to it.

There are telephones in all bedrooms, which are on internal access only. Regretfully we do not offer a direct dial service.

**Parking**
**Beit Hall and Princes Gardens Parking**
We have a limited number of car parking spaces available for our summer accommodation guests which must be booked in advance. To book a car parking space please email car.park@imperial.ac.uk

Length of Stay
Up to 1 hour - £3
Overnight parking - £30

**Woodward Buildings**
We have a limited number of car parking spaces available free of charge for our summer accommodation guests which must be booked in advance. To book a car parking space please email woodward.vac@imperial.ac.uk

**Pembridge gardens and Wilson House Parking**
Parking - No parking available on-site.
Public parking- NCP option: [http://www.ncp.co.uk/](http://www.ncp.co.uk/)

**Complaints**
Complaints during your stay, must be made to the Reception team who is on site 24 hours a day, 7 days a week. The complaint will be reviewed by the Duty Supervisor who will advise on what actions are being taken and how long a resolution might take.
Complaints before arrival and after departure, 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. Email address for complaints: vacenquiries@imperial.ac.uk. Upon receipt of your email, a member of the reservation team will reply back to acknowledge the complaint to advise on what actions are being taken and how long a resolution might take within 2 working days.

If the actions we have taken have not resolved the situation to your satisfaction, please let us know by email or letter. Your complaint will be reviewed again by a senior member of staff and we aim to respond with the results of the review within 7 working days.

**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.

If you book standalone accommodation (or any other holiday add-ons) it’s a good idea to look at taking out travel insurance so that you don’t get left out of pocket should something go wrong with your travel plans. This insurance as a minimum should cover cancellation, baggage loss, accidents and health issues while you are away. It is the Customer’s responsibility to ensure any insurance policy taken out is adequate to cover their requirements.

**Commencement and Duration**
This agreement shall commence on the date when full payment is received and confirmed in writing by the reservation team.

**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 and the Summer Accommodation Privacy Policy.

Imperial College, Summer Accommodation Office