HOLIDAY LETTINGS
INFORMATION AND TERMS AND CONDITIONS OF BOOKING

Making a Booking. Availability checks may be made by email to accom-office@bristol.ac.uk. To make a booking, please complete the online booking form. If available an offer of accommodation will be sent within 5 working days. To secure your booking you will need to make an online payment within the deadline provided in your offer. Once payment is received a letter of confirmation with arrival instructions will be emailed to you. The contract for your Accommodation will be subject to the terms and conditions set out below.

Fees
All bookings must be for a minimum of 7 days.

Summer accommodation fees must be paid in advance. If the booking is for 4 weeks or less then the whole amount is payable in advance. If the booking is for more than 4 weeks then the first payment will be for 4 weeks in advance and details of future payments will be sent with your booking. Advance payments must be made to secure the booking. All payments must be made through the University’s online shop.

Bedding and Kitchen equipment
You will need to supply your own bedding and kitchen equipment

Cleaning
Guests are responsible for keeping their own rooms and any shared facilities such as bathrooms clean and tidy. This includes shared kitchens, bathrooms and other common areas, which must all be kept clean and tidy. Guests must observe the local provisions for recycling and rubbish disposal.

Car Parking
There is no car parking at any of the residences

Changes by the University. If necessary, we reserve the right to provide alternative accommodation and/or facilities to those booked. If our standard charges for the alternative accommodation and/or facilities is less than the amount you were due to pay we will reduce the amount payable accordingly and if applicable refund any difference to you.

Cancellation of a Booking. If we are unable to provide alternative accommodation and/or facilities to those booked we may cancel any bookings. Our liability shall be limited to refunding all monies paid by you at the time of cancellation.

If you want to cancel a booking you must do so in writing to us and the date on which we receive that notification is the applicable date. If you cancel within 7 days of making your payment you will receive a full refund unless you have already moved into the accommodation. Subject to this, the following will apply:

Cancellations occurring:

- If 14 days or more before arrival date: A full refund of deposit paid will be given
- If 7 days or less before arrival date: 50% refund of deposit will be given
- Arrival date or after: Deposit will be lost

If we subsequently fill a cancelled booking we may at our sole discretion either credit or refund to you all or part of the money you have paid to us on the cancellation date, but we may withhold an amount, up to the value of the deposit you have paid, to cover the additional resource, costs and expenses we have incurred.

Support Requirements. If you have any support requirements due to disability, please contact the Accommodation Office as soon as possible.

Check-in Times. If you are arriving Monday to Friday between the hours off 10:00 – 19:00 you should check in at The Hawthorns main reception. If arriving outside of these hours, or on a weekend or bank holiday, you will need to call the duty mobile number 15:20 minutes prior to arrival to arrange key collection (full details including the number you should call will be in your arrival letter). You will need to check out by 11am (1100 hours) on the morning of on the last day of your booking. You are expected to leave the accommodation in a clean condition and to return keys to the Hawthorns reception.

Damage and Repairs. Please also report any damage or need for repair via our web form at: http://www.bristol.ac.uk/accommodation/current/undergraduate/your-accommodation/ selecting the relevant residence

Please note that you will be charged for any damage caused deliberately or neglect by yourself or your guests. There will be a £30 charge for lost key (£30 per key that needs replacing) therefore it is important that you return all keys to the Hawthorns reception on departure.

Minors. We regret our accommodation is not suitable for minors (persons under 18).
**Behaviour on the Premises.** You shall not cause or permit to be caused any nuisance or annoyance to the occupants of other accommodation on site or to the neighbours outside the Hall or permit music or noise to be audible outside the Accommodation between 11.00pm and 7.00am (2300 and 0700 hours). You shall not damage or alter the Accommodation or other University premises and interference with any fire or other equipment will be treated as a serious breach of this Agreement and may result in the person involved and the group he/she is with being told to immediately vacate University premises.

**Smoking.** In accordance with the University's policy, smoking is not permitted in any University building. This ban is extended to include the areas immediately outside all buildings and windows within the curtilage of University property where tobacco smoke could cause a nuisance to occupants. Anyone wishing to smoke is asked to respect the rights of others to enjoy a smoke-free environment.

**Animals.** Only guide dogs or hearing dogs are allowed by prior arrangement. No other pets are allowed.

**Internet:** Each room is equipped with a network point and telephone allowing internet access via The Cloud. Please see https://www.wireless.bris.ac.uk/visitors/

**Health and Safety.** We make every effort to comply with our health and safety obligations but it is also your responsibility to ensure that you (and all members of your group) are aware of the procedures in the case of fire or other emergency. For health and safety reasons forms of heating other than those provided are not allowed. You will indemnify (compensate) us for all losses, costs, expenses and damages arising out of your (or any member of your group’s) misuse and/or interference with any fire or other equipment which may include without limitation charges raised by the Fire Service or other public body.

**Termination.** We may terminate any booking at any time if any guest’s conduct is in our opinion (acting reasonably) improper, unreasonable and/or in breach of these terms and conditions. In such case you (and anyone with you) must immediately vacate (and remove all of his/her property from) all University premises.

**Liabilities.** The University shall be responsible to you for death or personal injury caused by its negligence and its liability for loss of or damage to a guest’s property is limited to £50 for any one article and a total of £100 in the case of any one guest (but this does not cover cars or other vehicles of any kind or any property left in them, which shall be excluded). In all other cases to the fullest extent permitted by law we do not accept any responsibility for any other loss or damage howsoever caused. You shall be responsible for any damage to University property (or to that belonging to any individual or other organisation), other than fair wear and tear, and for injuries, fatal or otherwise, to any person(s) arising from, or in conjunction with, your use of facilities and/or Accommodation.

**Force Majeure.** This Agreement may be subject to cancellation or variation if it may be necessary as a result of reasons beyond the our reasonable control which may include without limitation our inability to secure labour, materials or supplies or as a result of any act of God, war, strike, lock-out or other labour dispute, fire, flood, drought, legislation.

**Right of Entry.** The accommodation is occupied under license, our staff or their nominated representatives shall have the right of entry to the Accommodation at all reasonable times. Although we are not obliged to give notice of access we will try to do so where reasonably practicable.

**Sub-Letting and Use.** Sub-letting, sharing or assignment are not permitted. Accommodation should not be used for any purpose except as short term accommodation and particularly but without limitation not for any business or other commercial purpose or for any activities that we (acting reasonably) regard as dangerous, illegal, immoral, noisy, noxious or offensive.

**Status.** This letting is not intended to create a relationship of landlord and tenant between the parties. Visitors shall not be entitled to a new tenancy or to any statutory tenancy or statutory protection howsoever arising now or on determination of this Agreement.

**Guests.** All rooms are let on a single person occupancy unless where stated as 'Shared'. Guests are only permitted to stay a maximum of two nights and at the discretion and with the express permission of the Accommodation Office only. Contact accom-office@bristol.ac.uk. Any unauthorised guests found to be in the residence will be asked to leave immediately.

**General.** To the fullest extent permitted by law, these terms apply to the exclusion of any other terms that you may provide. We each agree that we do not intend to confer any benefit under this Agreement or any right to enforce this Agreement on anyone who is not a party to it. This Agreement is to be governed by the law of England and Wales and the Courts of England and Wales are to have non-exclusive jurisdiction.