

## Terms and Conditions for Guest Accommodation

***HUB accommodation is provided over five floors with lift access to the first three floors only. We regret we are unable to provide a porter service.***

Most rooms are sold on a Bed Only basis, so please ensure you are aware of this booking type when made online. Bookings with breakfast may have a change of breakfast venue due to the booking dates. Please check with the Reception staff on arrival. Café and Restaurant outlet opening hours may be restricted during weekends and vacation periods.

### Payment, cancellation and amendment

1. The College requires pre-payment in full on booking.
2. The following cancellation/amendment charges will apply:
  - i. Cancellation more than 48 hours prior to 16:00 on date of arrival will incur a £30 administration fee per booking.
  - ii. Cancellation less than 48 hours prior to 16:00 on date of arrival will be charged 100% per booking.
  - iii. Amendments will be charged a £30 administration fee booking.
  - iv. If you wish to amend or cancel your booking, please contact the Hub Customer Services on +44 [0]1784 276190, Monday to Friday 09:00 until 21:00 or email [TheHubAccommodation@rhul.ac.uk](mailto:TheHubAccommodation@rhul.ac.uk).
  - v. To receive a refund if departing early, reception must be notified before 10:00 at least 48 hours before earlier check-out date. A £30 administration fee will apply.
  - vi. Refunds are only paid to the card used to make the booking and will normally be received within 10 working days.

### General Booking Conditions

1. The College accepts no responsibility for the death of, or injury to, your guests or for any loss of, or damage to, their personal effects while on College premises.
2. You may make a booking on behalf of a guest. You are responsible for ensuring that any guest in your booking complies with these terms as if that guest had made the booking.
3. You can only make a booking if you are 16 years old or over. If you arrive and are under 16 years of age you will not be permitted to stay alone. We reserve the right to request proof of age.
4. Royal Holloway University of London has the right to evict you, members of your party and anyone visiting you at Royal Holloway University of London immediately for anti-social behaviour or malicious or wanton damage to property, its members or employees or to any other visitor to Royal Holloway University of London.
5. Malicious damage to the property or non compliance of fire regulations can result in guests being asked to vacate the premises.
6. All fire regulations **MUST** be adhered to within accommodation and other college buildings at all times.
7. Royal Holloway University of London does not accept liability for any claims arising from;
  - a. Failure to provide any of the services contracted and reserves the right to alter or cancel any booking due to circumstances beyond its control, including but not limited to industrial action, postal communications, flooding, storm, supply of gas, electricity and water, fire alarm evacuation, pandemic or any act of God. If this happens Royal Holloway will use all reasonable efforts to offer alternative services.
  - b. Accident, injury or damage to the Client, their guests, contractors and agents, or their respective property due to their own actions, neglect or actions of others.
8. Special needs provision should be notified at time of booking, as the Royal Holloway University of London site may not be suitable for all special needs requirements.
9. Please make sure that all members of your party are aware no animals or pets of any kind **except support and assistance dogs are allowed on Royal Holloway University of London premises.**
10. Check-in is from 16:00 on day of arrival and check-out time is by 10:00 on day of departure. Late departure may result in an additional charge being levied (50% of the overnight rate).
11. The property should be left in decent order and any breakages notified before departure.
12. Charges will be made for malicious damage to Royal Holloway University of London property or unreasonable wear & tear over the period of occupancy.
13. Executive Family room capacity is sold as 3 adults or 2 adults and 2 children under 12 years old.

### **Car Parking:**

Parking on campus is free of charge for accommodation guests however the University operates a strict car parking policy requiring all vehicles which enter the Campus (for any time exceeding 1 hour) to be registered. Failure to do so will incur a parking charge notice. We recommend that you pre-register your car prior to arrival by contacting [TheHubAccommodation@rhul.ac.uk](mailto:TheHubAccommodation@rhul.ac.uk). Registration on arrival is only possible between 07:00 – 21:30.

Vehicles and their contents are left on College premises entirely at the owner's risk

Royal Holloway, University of London operates a **NO SMOKING** policy, this includes e-cigarettes.