

## Terms and Conditions for Individual Bookings

1) An individual booking constitutes a booking of between 1 and 5 persons. If a booking is larger than this, a group contract agreement will need to be issued. For group booking enquiries please email [L.Castanheira@arts.ac.uk](mailto:L.Castanheira@arts.ac.uk)

1.a Residents under the age of 18 cannot be housed on any of UAL's halls of residence over the summer months. All under aged students, are advised to contact their college for information on any accommodation options available to them.

1.b If it comes to light that a resident under 18 is residing in any of our halls, we reserve the right to ask the resident to move out immediately without a refund.

2. All individual bookings must be made online and payment must be made in full in advance for the full duration of the requested stay.

2.a ) If you wish to pay for your booking by bank transfer, you will need to submit a paper application form. Please request a form by emailing [summer.accommodation@arts.ac.uk](mailto:summer.accommodation@arts.ac.uk) please ensure that you add an extra £15 to the total sum being paid in for your booking to cover for bank charges. UAL will not cover for any costs associated with this type of payment. Please note that a booking will not be made until we receive proof of payment from you.

### 3. Individual booking cancellations

Bookings may be cancelled up to 2 weeks prior to the first date of stay without incurring any cancellation penalty. Cancellations received less than 2 weeks notice prior to arrival date will not be refunded.

Any bookings made within 2 weeks of the first date of stay, or less, will not be eligible for refund should the booking be cancelled.

Amendments or cancellations must be notified in writing to [summer.accommodation@arts.ac.uk](mailto:summer.accommodation@arts.ac.uk)

#### 3.a) Reservation amendments

An administration amendment charge, equivalent to a 1 night stay of your room daily rate, will apply whether or not amendments are made before or after the cancellation deadline.

Should you continuously request to amend your initial booking; the amendment charge will apply per amendment made.

Should your reservation amendment require a different date or room numbers to the booking initially made, we are under no obligation to confirm it unless availability allows it.

#### 3.b) Cancellation/Amendment Refunds

If you cancel part of your booking prior to 2 weeks of your arrival date, we will refund you for the dates being cancelled but an administration fee as stated in point 3.a will be deducted from the amount due for refund.

Refunds are made back on the card used for payments for all bookings made on our online booking system.

However, if you paid for your booking by bank transfer, your refund will be paid back by bank transfer and any bank transfer charges will be deducted off the amount due to be paid back to you.

4. Rooms will be serviced and linen changed on a weekly basis only. Rooms will be checked prior to arrival and departure.

4.a Luggage facilities are not available at any of our halls.

5. If for any reason outside agencies disconnect services, such as electricity or water, the University of the Arts London cannot be held liable for the loss of supply or service.
6. Internet provision and office services within the halls of residence are not available for short lets unless otherwise advised. Please check the information for each individual hall on our summer web page.
7. Damages made to your room or any common areas of the hall will not be tolerated. Any repairs resulting from this will be charged back to you. Any items stolen, graffiti found or any damage done to the property will be charged to you. Anyone found causing damage to the building will be required to leave the residence immediately.
8. All bedrooms are for single occupancy only, unless otherwise specified. Any Customer sub letting a room or a room found to have more than one occupant, will be requested to leave without a refund for any payment made.
9. The University shall not be liable for any failure or delay in the performance, in whole or part, of any or its obligations arising from or attributable to acts, events, omissions or accidents beyond its reasonable control including, but not limited to strikes, lock-outs or other industrial disputes (whether involving the University's workforce or the workforce of any other party), act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm, pandemics, epidemics or other outbreaks of disease or infection, failure in the public supply of electricity, heating, lighting, air conditioning or telecommunications equipment.
10. If the booking might, in the opinion of the University, prejudice the reputation of the University, the university reserves the right to cancel this booking. The University shall not be liable for any inconvenience or loss caused to any party as a result of such cancellation.
11. The University of the Arts London does not accept responsibility for the loss or damage to customer's personal property, however caused. All customers should have adequate personal insurance.
12. Customer complaints should be notified to the Housing Services department as soon as possible in writing or by phone, fax or in person. Complaints should be made in writing within 48hrs in order for constructive action to be taken. Any emails should be sent to [summer.accommodation@arts.ac.uk](mailto:summer.accommodation@arts.ac.uk)
13. For safety reasons, as well as Duty of Care Policy, under age children cannot be housed on any of the University of the Arts residences.
14. Bedrooms are available from 14.00hrs onwards on the day of arrival and must be vacated by 10.00hrs on the day of departure.
15. All Customers are expected to familiarise themselves with fire notices/regulations and exits.
16. The University will supply a copy of house rules and regulations for the hall booked. Customers should familiarise themselves with these.
17. No announcement, press or media release or other publicity regarding these terms and conditions, directly or indirectly, shall be made by either party unless it has been approved in writing by the other party, or is required by law, and the terms of this agreement and any matters arising from or relating to it shall be kept confidential by the parties at all times.
18. Each of the parties hereto shall be responsible for their own legal and other costs and expenses in connection with the negotiation, preparation, execution and implementation of this agreement.
19. Where necessary only English Law is deemed to apply to this agreement.
20. The University of the Arts London reserves the right to alter services or facilities if deemed necessary.
21. These conditions are applicable to individual bookings of 5 people and under.