

**Terms and Conditions for booking into a residence as a commercial guest (Booking Policy)**

The terms below apply to your booking if you are a consumer. When you make a booking on our website, you will be asked to click "I confirm that I have read and accepted the Booking Policy" and you will not be able to complete your booking if you do not do this. This confirms that you accept these terms. We strongly recommend that you read the terms before accepting. A summary of the key points will be read to you if you make your booking by phone, a full copy will be sent with your confirmation letter or e-mail.

**Our Contract**

If you are a consumer, The London School of Economics and Political Science (we/us) sells all rooms and extras to you subject to these terms and conditions.

A contract is formed between you and the London School of Economics and Political Science (referred to as LSE hereafter) when we issue you with a confirmation number for your room (**booking**) and extras (if applicable). No booking shall be binding on LSE until we receive your deposit payment and issue you with a confirmation number.

**Your Booking**

You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then LSE will terminate your booking and retain any money paid to us for such booking. We may also refuse to take any further booking from you in the future.

You may make a booking on behalf of others. You remain responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.

You can only make a booking if you are 18 years old or over. If you arrive at the residence and are under 18 years of age you will not be permitted to stay alone.

You must ensure that the name on a booking is correct at the time of reservation this cannot be changed afterwards.

**Rates and Payment**

The rate for the total cost of your stay will be advised at the time of your booking.

All payments are due in full at the time of the booking unless otherwise stated.

You must be able to show photo identification such as a passport or driver's license when checking in.

**Check-in and Check out**

You can check-in from 15.00 on the scheduled date of arrival. On certain key dates we may have to postpone check-in until a later time, the dates and times can be found at [www.lsevacations.co.uk/check-in.htm](http://www.lsevacations.co.uk/check-in.htm)

Please inform us if you intend to arrive later than 20.00 so that we can hold your booking.

You must check-out before 10:30 on the scheduled date of departure. If you fail to check-out by the stipulated time, you will be charged the equivalent to the standard rate at that time, for one night's stay for the applicable room(s). Under these circumstances we also reserve the right to remove your property from your room(s) without notice and place it in commercial storage at your cost.

**Rooms**

Maximum occupancy for a room is determined at the time of booking and shall not exceed that number.

Cots/cribs can be provided in family rooms only. Only one cot/crib per room can be provided. Cots/cribs are provided subject to availability. Rooms not described as family rooms are not deemed to be suitable for children less than five years of age. Our cots/cribs are suitable for children under 24 months old only. All children aged over 24 months must be booked as adults.

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

## Cancellations/Amendments

You are strongly advised to take out valid travel insurance that covers against cancellation of your booking, irrespective of the reservation type.

You may cancel a booking in writing and we will refund you any monies paid less a cancellation fee if you notify us a minimum of 72 hours in advance of the earliest possible check-in time (usually before 3pm 3 days prior to your planned arrival). We will refund you any monies paid to us less a cancellation fee. The cancellation fee shall equal your first nights stay. You will be issued with a cancellation number to confirm your cancellation.

If you fail to cancel your booking within 72 hours, or cannot provide a cancellation number on request, you will be liable to pay for the full stay and not be entitled to receive any refund.

We will only make refunds to the payment card that you used to make the booking. We will normally credit refunds to your card within 10 days. If you paid by cheque or cash we will refund by cheque. We normally process cheque refunds within 30 days.

LSE reserves the right to cancel any bookings made for purposes other than for the use of accommodation.

Subject to availability, you may reduce the length of stay, change the room type and/or the scheduled date of arrival providing you notify us a minimum of 72 hours in advance of your arrival and pay a modification fee of £5.00. The rates in force at the time of modification will apply to your whole stay. In the case of an accepted modification we will refund payment for any resulting overpayment. Amendments requested less than 72 hours in advance of check-in will not be possible.

Extensions on the departure date can be made at any time, subject to availability and will be free of charge.

Separate and additional terms and conditions apply for cancellations and amendments of group bookings.

## Group Booking

If you book ten or more people for the same night we will treat this as a **Group Booking**. If you make a **Group Booking**, the following additional terms also apply to you:

- If you make your group reservation 28 days, or more in advance of your arrival you must pay a non-refundable 25% deposit within 14 days of booking. The balance must be paid 28 days prior to arrival.
- If you make your group reservation between 14 and 28 days in advance of your arrival you must pay a non-refundable 50% deposit within 48 hours of booking. The balance must be paid within 5 days of booking.
- If you make your group reservation less than 14 days prior to arrival you must pay the full amount upon booking.

We will cancel your **Group Booking** if you do not make any payment when it is due and we will not refund the deposit. In this case we will send written notice of cancellation, including your cancellation number, to the most up to date address that we hold.

**Group Bookings** must be reconfirmed 28 days prior to arrival. Reconfirmation must include a final update of numbers and arrival and departure dates and a full rooming list with the following information:

- Full name, title, sex, age and nationality of each group member
- Sharing requests (these are not guaranteed)
- Full name, and job title of the overall group leader
- Full names of all residential staff
- Expected time of arrival

If you book less than 28 days in advance of your arrival you will be advised of the reconfirmation date upon booking.

Failure to reconfirm by the advised date could result in your Group Booking being cancelled. Failure to provide a full rooming list will result in LSE undertaking allocations randomly. All allocations will be final and cannot be changed on, or after, arrival.

Should you wish to increase the number of rooms for your group booking, you must provide LSE with reasonable notification. LSE cannot guarantee that the extra rooms will be accommodated or apply the same rate as for the rest of the group.

There must be at least one staff member on duty, on a 24 hours basis, who will be responsible for the health and safety of all the individuals travelling with the group. On arrival, the group leader must provide a rota and contact mobile numbers for all key staff, including all those 'on duty'.

If the group bookings are cancelled, reduce their numbers or the duration of their stay after the reconfirmation deadline has expired, then there is no refund or transfer of payment to a subsequent reservation, and the consumer(s) will be required to make full payment for any cancelled accommodation. LSE must be notified of the cancellation/reduction in writing and we will issue a cancellation number in return. LSE will be under no obligation to re-let any of the cancelled

accommodation. Groups and their consistent members are advised to insure themselves against the possibility of cancellation.

### **Group Catering**

Catering is not available at all residences and your requirements should be discussed at the point of booking.

If you do book meals these must be reconfirmed when the full rooming list is provided. Changes to meals may be made once a group is in house but should be made in writing, by the group leader, at least 5 days before the meal is due to be served. You will be charged for all booked meals after this point. LSE will only accept requests and/or cancellations made in writing and signed by a representative of the group.

If a member of the group loses the Registration card then they will be required to purchase a new registration card at a cost of £5.00, in addition to the cost of the number of remaining meals. Under no circumstances will this charge be waived.

### **Office Classroom and Conference and extra facilities**

Office, Classroom and Conference facilities are not available at all residences, and requirements should be discussed at the point of booking. In most cases charges will apply for additional space booked and this is always subject to availability. The consumer is expected to leave their designated office, classroom, conference space and equipment in good order and in a tidy condition.

Additional Charges will apply for cleaning and use of equipment. These will be confirmed at the point of booking.

### **Relocation**

LSE operates a relocation policy. If a room is unavailable on arrival (except due to an event beyond our reasonable control, (see statutory rights section below) then, we will either:

- provide a room in another LSE Residence and pay the reasonable cost of transport to that alternative Residence;
- OR
- at your request, or, if in our reasonable opinion there is no suitable alternative LSE Residence accommodation available, cancel your booking and refund you the money you have paid for the unavailable room (s)

### **Miscellaneous**

All guests are required to sign a Registration Card on arrival. The guest must carry the card on their person at all times, as a form of identification. The card must be shown to the Reception, Security and Restaurant Team, in order to retrieve any keys left behind the reception, to gain access to the building and obtain any meals included in the terms of the reservation respectively. LSE has the right to refuse any service requested, if the guest fails to present the Registration card upon request.

If a guest loses the Registration card then they will be required to purchase a new registration card at a cost of £5.00, in addition to the cost of the number of remaining meals.

Should you lose your room key, swipe card or fob you will be charged for its replacements. Costs vary between residences depending upon the lock type.

Where additional meals are available you will be issued a receipt upon payment. This should be presented to the catering staff when you collect your meal. If you lose your receipt you will be required to purchase another meal.

In line with UK law you must not smoke in any of area of our Residences, this includes outdoor areas as signed. By law you must not interfere with our fire detection system. We will terminate your booking without refund and require you to leave the residence immediately should you be found to have smoked within our residences (except in designated areas) or have interfered with our fire detection and fire fighting facilities. You will also be charged for any costs we incur if you smoke in our residences including costs for specialist cleaning and/or redecoration and refurbishment (to make the room fit for sale as a non smoking environment) and the cost of the room for any time period it is unusable. We reserve the right to apply these charges against the card used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within 10 working days of your departure. We may refuse to accept bookings from you in future.

You must not cause damage (either accidental or willful) to any part of the Residence, including your room and public areas, and all fixtures, fittings and equipment. You authorise us to charge you any costs we incur to carry out any repairs of replacement. We reserve the right to apply these charges against the card used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within 10 working days of your departure. We may refuse to accept bookings from you in future

We provide wheelchair accessible and limited mobility rooms, subject to availability. You must specify this requirement at the time of booking and ensure that you have booked the correct room type.

## Statutory Rights

We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (**statutory rights**) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

For more information on your statutory rights see [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk) or call 08454040506. Please make particular reference to the Hotel Proprietors Act 1956 which is displayed in all our residences and also available upon request.

**Events Beyond our Reasonable Control:** We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of room(s) and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures. You are reminded to purchase travel insurance against such instances, whether traveling as an individual or as part of a group.

**Our Liability:** Our total liability for any loss shall not exceed the total sum we charge you for the booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of LSE and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed.

Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

**Third Party Rights:** A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

**Law:** These terms are governed by the laws of England and Wales.

**Changes to Terms:** We reserve the right to change these terms from time to time. The terms applicable to your booking are those in force on the date of booking (or amendment, as applicable).

**Data Security:** LSE makes all reasonable efforts to ensure that all credit card transactions are secure. However, if unauthorised charges appear on your statement for the payment card used on [www.lsevacations.co.uk](http://www.lsevacations.co.uk), or the payment card used to secure a reservation by telephone at any time during or after you make your booking, LSE shall not be liable or responsible in any way in respect of any damage or loss of whatsoever nature suffered by you arising from or in any way connected with the said use transaction or disclosure.

**Copyright:** Consumers shall not use LSE's name logo or any other trademark for promotional purposes.

## Questions/Complaints

If you have any questions or complaint in relation to your booking or these terms please contact [vacations@lse.ac.uk](mailto:vacations@lse.ac.uk) or call +44(0)207 955 7575 and we will respond to you as quickly as we can. We aim to reply within 1 working day but complaints and more complex enquiries may take longer, we will always reply within 5 working days. Our full customer service policy is outlined in our Guest Service Charter.

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