

Terms and Conditions

The terms and conditions below apply to ALL bookings made directly with our residences, central sales office (by telephone/e-mail) and through the English language version of www.lsevacations.co.uk.

Separate terms and conditions apply to bookings made via other websites.

The London School of Economics and Political Science (LSE)

Individual Reservations Terms and Conditions for Commercial guests

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 accept" 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.

1. 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.

2. Your Booking

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

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 as this cannot be changed afterwards.

3. Rates and Payment

All rates include UK VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we may adjust the rate of VAT but the price you pay will remain the same.

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 licence when checking in.

Please refer to individual halls' information regarding breakfast provision.

Offers cannot be redeemed on consecutive bookings

4. Check-in and Check-out times

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 our late check-in page.

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.

5. Rooms

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

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.

6. Children

All children aged over 24 months must be booked as adults.

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 only.

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.

7. COVID-19 Special Cancellation policy valid for stays between 1 September 2020 and 30 April 2021

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:

Standard rate: full prepayment will be taken at the time of the booking.

You notify us a minimum of 48 hours in advance of the earliest possible check-in time (usually before 3pm 2 days prior to your planned arrival). We will refund you any monies paid.

If you fail to cancel your booking within 48 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.

Special Offer Stay 4 get 15% Off: full prepayment will be taken at the time of the booking.

You notify us a minimum of 7 days in advance of the earliest possible check-in time (usually before 3pm 7 days prior to your planned arrival).

We will refund you any monies paid.

Advance Purchase rate get 20% Off: full prepayment will be taken at the time of the booking.

You notify us a minimum of 7 days in advance of the earliest possible check-in time (usually before 3pm 7 days prior to your planned arrival).

We will refund you any monies paid.

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 30 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.

7b. Standard Cancellations policy valid for stays from 1 May 2021

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:

Standard rate: full prepayment will be taken at the time of the booking.

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 night's 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.

Special Offer Stay 4 get 15% Off: full prepayment will be taken at the time of the booking.

This rate is non-refundable, non-changeable and non-cancellable.

Advance Purchase rate get 20% Off: full prepayment will be taken at the time of the booking.

This rate is non-refundable, non-changeable and non-cancellable.

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 30 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.

8. No - Shows

The Hall will charge 100% of the confirmed booking revenue in the event of a no show.

The booking will also be cancelled if you fail to arrive on the specified arrival date or fail to inform us in writing of your late arrival.

9. Amendments

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.

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.

10. Student, staff and alumni discount

A discount of 20% is available for any current students, staff or alumni of LSE. For more information on how to obtain this discount please contact us on 0207 955 7575 or email us at vacations@lse.ac.uk. Please note, discounts cannot be used in conjunction with each other. Maximum length of stay is 7 nights for a maximum of 2 rooms. Offers cannot be redeemed on consecutive bookings. The standard cancellation policy applies with the student, staff and alumni discount. However, the standard cancellation policy does not apply if booked with special offers.

Please note, any active discounts must be redeemed at the time of booking. Claims after the point of booking, will not be accepted. We are unable to modify bookings to reflect any discounted rates. Please note, discounts cannot be used in conjunction with each other

11. 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).

12. 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 English 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 equipment. 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 or 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 should specify this requirement at the time of booking and ensure that you have booked the correct room type.

13. 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 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.

14 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 travelling as an individual or as part of a group.

15. 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.

16. 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.

17. Law

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

18. 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).

19. 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, 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.

LSE may use the email address you provided us on booking to send you an electronic feedback survey invitation. We will not pass your details on to any third parties and further promotional information will not be sent unless requested.

20. Copyright

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

21. Questions/Complaints

If you have a complaint about your arrangements during your stay, we ask you to bring this to the attention of a member of staff at the Residence Hall, so we can be given an opportunity to put things right. If they are unable to resolve the problem immediately, you can contact 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 one working day but complaints and more complex enquiries may take longer. We will always reply within five working days. Our full customer service policy is outlined in our Guest Service Charter.

LSE Vacations

Residential Services

Houghton Street

London

WC2A 2AE

22. Company Trading Details

Company registration name - LSE Lets Limited

Company place of registration - England and Wales

Company registered office - Houghton Street, London, WC2A 2AE

Company registered number - 3044566

Contact telephone number - +44(0)20 7955 7676

Contact email address - vacations@lse.ac.uk

V.A.T. Number - GB 629 5880 94

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