

## **The Lancaster Conference Suite**

### **Booking Terms and Conditions**

The 'Lancaster Conference Suite' or 'We' and 'us' means Brunel University whose registered office is Kingston Lane, Uxbridge, Middlesex, UB8 3PH.

The 'Client' and 'You' mean the organising body/company/person responsible for booking of and payment for the /accommodation/event.

The 'Contract' means written agreement between the 'University' and the 'Client' for a specific booking or series of bookings. The 'Terms & Conditions' will form part of the Contract together with any other Terms stated in the Contract.

#### **Accommodation:**

All Bedroom bookings must be guaranteed by a major credit or debit card or an internal transfer code in the case of an internal departmental corporate booking.

The Bedroom accommodation is available from 1400 hours on the day of arrival and must be vacated by 1000 hours on the day of departure, unless specific alternative arrangements have been agreed in advance.

Availability of bedrooms at the rates shown on-line may be limited and/or restricted to certain periods. During major sporting or social events, major conferences or exhibitions, certain rates may not be available.

The meeting/function room/s are available for the time shown on the Contract. Any extension may incur additional charges.

#### **Payments & Charges:**

Full payment is required in advance. By booking you are authorising the debiting of a credit/debit card or internal Departmental transfer code provided.

We will take all reasonable steps to fulfil the reservation to the best of our ability and in accordance with the details provided, however we reserve the right to provide alternative services of at least equivalent standard at no additional cost to the client.

Whilst the University has taken reasonable steps to ensure that information contained within its brochures, tariffs, leaflets, website and other advertisement materials is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.

#### **Cancellations and Amendments:**

In the unfortunate circumstances that you have to cancel or wish to postpone your booking the following will apply;

- o A bedroom booking with less than 24 hours notice will be charged for the first night's accommodation per room booked.
- o 'No-shows' will be charged for the first night's accommodation per room booked. In this instance and should the reservation be for more than one night, the entire booking will be cancelled.
- o 'Long Stay' bookings – a charge equivalent to the total reservation at the agreed rate at which the reservation was made will be levied.
- o Group Bookings – refer to 'Events' terms below.

A cancellation reference will be given and must be retained as proof of cancellation.

**Driving/Parking:**

The University campus is private land and drivers bring their vehicles to the campus at their own risk.

- o The University accepts no responsibility or liability (whether such liability arises out of contract, tort, statutory duty or otherwise) for any loss or damage that occurs to any vehicle or its contents while that vehicle is on University land, whether with permission or not.

- o Anyone wishing to bring a vehicle on to University property/land must register it with the University and obtain a vehicle permit." (Parking permits are available from Lancaster Reception).

- o Visitors who bring a vehicle on to campus must abide by University speed limits and parking restrictions. Car parking is free with limited availability. Visitors should note that clamping is in operation throughout the Campus and therefore should park in the designated spaces only.

**Accessibility:**

The Lancaster Conference Suite offers modified facilities for guests with impaired mobility. Please contact us on 01895 268001 to discuss specific requirements and the availability of appropriate accommodation.

**Children:**

Any person below the age of 16 years of age must be accompanied by an adult. The welfare of any children present within the University boundaries is the sole responsibility of the adult/parent/guardian of the above mentioned child/children.

For Family requirements please contact us for assistance on 01895 268001. The Management will determine whether a room is suitable for purpose.

**Pets:**

With the exception of guide dogs, no pets are allowed onsite.

**Smoking:**

Smoking is prohibited in all Brunel buildings, including all Residences, and is only permitted in open spaces well away from any entrance or window through which smoke could penetrate.

**Conduct:**

The Management reserves the right to terminate the stay of any visitor/s if unable to correct any aspect of poor behaviour or activities deemed unacceptable to the University. Should this occur no monies will be refunded. The Management decision is final.

In the case of a Group/Event booking it is the responsibility of 'The Client' to ensure that the responsible person(s) brings these conditions to the notice of all visitors.

**Fire procedures**

Fire precaution notices are distributed throughout the Lancaster Suite and all buildings throughout the Campus. We ask that you acquaint yourself & your visitors with this information especially the evacuation procedures and the relevant assembly points. Under no circumstances should Fire Alarms be ignored. You should be aware that deliberate misuse of the alarms will attract an immediate penalty of £500.

**Leisure:**

All Visitors must comply with the Lancaster's Spa Rules & Regulations of use, a copy of which is available at Lancaster Conference Suite Reception.

For Health & Safety reasons children under 16 years of age are not permitted to use the Spa facilities (spa pool, plunge pool, sauna and steam room).

From time to time certain facilities may become unavailable due to maintenance or other reasons beyond our control. We will attempt to keep you fully informed of these arrangements however this may not always be possible.

**Event/Group Bookings:**

Bookings are considered provisional until a signed contract is received by the University. Once the contract has been signed & received all such provisions reserved on your behalf will be subject to the full Terms and Conditions as set out in the contract.

The University reserves the right to vary the size & location of the room/s to be provided under the contract if there is any material variation in the numbers of attendees.

The Client assumes responsibilities for any damage caused by him/her, any guests or persons working on their behalf or associated persons and undertakes to make good or pay restitution for the making good any material damage to furniture, the building fabric or equipment howsoever caused (a) during the set up, use or dismantling of equipment or (b) by the general conduct of any associated person during a stay/event.

Clients who have approved credit facilities with the University agree to pay all charges on the due dates, within 30 days of the invoice date, failing which interest will be charged at 3% per complete week outstanding.

If the client has any queries upon any part of an invoice, the client will pay the undisputed balance of the sum owing on the date due and the remainder on the resolution of the query.

Deposits are non-refundable.

**Insurance Arrangements:**

The University shall not be responsible for any breakdown of machinery, failure of supplying electricity and gas, leakages of water or act of God which may result in facilities or services not being used as a consequence of such breakdowns. If any part of this agreement is held by any court or tribunal to be illegal or unenforceable for any reason whatsoever such ruling shall not affect the remainder of this agreement which shall continue to have effect and be enforceable. In the event of any dispute between parties then this agreement shall be construed and heard under English Law. There is cover under public liability insurance insofar as injuries from a defect of the Premises or of the contents of the building concerned. There is however no cover against injury arising from such actions or negligence by the Hirer. Hirers/Visitors should therefore note that they must accept responsibility for suitable supervision and for taking out adequate insurance cover.