**TERMS & CONDITIONS**

**This agreement**

Once a reservation is made, the guest has entered into a binding contract with Liverpool Hope University and these terms and conditions apply in full. Where a company, agency or similar has made the booking on behalf of the guest, the agreement is with that third party. Third parties should ensure that the guests are aware of these terms and conditions. This agreement applies for all bookings made after or arriving from 1st July 2024.

**Our Responsibilities**

Liverpool Hope University undertakes to provide guest accommodation in the room(s) and dates agreed in the reservation.

**Arrivals and Departures**

You can check in at Liverpool Hope University’s guest accommodation from 2.00 pm. Keys can be collected from the Security Lodge located in the I3 building on the Hope Park campus. Your guest room should be vacated by 10.00am on the day of departure.

On arrival all guest must confirm their full name and nationality. Guests who are not citizens of the UK or the Commonwealth must confirm their full name, nationality, passport number, place of issue and state their next destination including address if possible.

**Your Booking**

Your booking is as contracted for the number of nights and people. You are not allowed to have additional people staying in the room over and above the number contracted (i.e. you cannot have three people sleeping in a double/twin room) without prior agreement. Liverpool Hope University reserves the right to charge the full rate for any such unauthorised stay and/or to terminate the booking. In this eventuality, we will levy a charge of 75% of the agreed booking fee for any unused nights.

**Payment**

Payment to be made in full at the point of booking.

**Cancellations**

If you have to cancel all or part of the confirmed booking less than 21 days prior to the start of the Booking Period, a cancellation fee shall be payable by as set out below:

Over 14 days 15%

14 to 8 days 50%

7 to 1 days 75%

On the day 100%

**Children**

Any person under 18 must be accompanied by an appropriate adult at all times

**Behaviour**

Please remember that you are sharing Liverpool Hope University’s accommodation with other guests – please behave accordingly. Please be aware of fellow guests if coming in very late or leaving early from the facility, and when watching TV or playing music. We reserve the right to terminate bookings if faced with unreasonable or anti-social behaviour.

We do not tolerate racist, sexist, homophobic or otherwise discriminatory language or behaviour and we reserve the right to terminate a booking on receipt of a complaint. Please contact the Campus Operatives Team as soon as possible if you have an issue with the behaviour of a fellow guest.

**Complaints**

In the event of a complaint, we will investigate and respond in a timely and courteous manner. Where appropriate, we will make immediate amends.

**Housekeeping, Guests’ Liabilities**

Liverpool Hope University’s guest accommodation is strictly no smoking and vaping accommodation. A standard cleaning charge of £50.00 per night will be levied on guests who smoke in their rooms.

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to Crossways’ property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest’s credit or debit card, or send an invoice for the amount to the registered address. We will however make every effort to keep any costs that the guest would incur to a minimum.

Lost or unreturned keys/key cards will be charged at £5.00 each.

As the individual making the booking, you are responsible for every person whom you are booking on behalf of. If, at any time during your stay or visit, or subsequent to departure, there is discovered damage to or theft attributable to you, you will be liable for the costs of repair or replacement.  A charge will be made to your credit/debit card (held by Uni Rooms), or if that fails, you will be required to make a payment direct to Liverpool Hope. A receipt will be emailed to you.

We reserve the right to take action against any guest found to have tampered or interfered with any fire detection equipment throughout the guest accommodation, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or fire fighting equipment will be charged with any costs incurred by the Liverpool Hope University due to their actions and additionally may be asked to leave the guest facility. Should the fact that fire fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right to make a charge to the guests and send an invoice for the amount to the registered address.

We will use our best efforts to return any items left behind by a guest after their stay, but reserve the right to recoup any costs incurred by Liverpool Hope University.

**Pets**

For the comfort of other guests, Liverpool Hope University does not allow pets. If you have a registered assistance dog, please inform us prior to booking.

**Security**

We expect your room and the front door of the property to be closed at all times. We request that all guests follow this safety and security measure. We reserve the right to refuse admission and exclude visitors from our accommodation. All guests will be expected to sign in on collection of their keys. We also ask that all guests read our fire notice that can be found on the wall of each room.

**Data Protection**

Liverpool Hope University retains your contact details as an integral part of the booking process. We are required to retain your registration for a year. We will not share your information with any third party.

**Liability of the University**

The following sets out the entire financial liability of the University (including any liability for any acts or omissions of its employees, agents or subcontractors) to You in respect of any breach of the Contract and any representations, statement, acts or omissions (including negligence) arising under or in connection with the Contract and in respect of any contemplated performance or lack of performance;

Nothing in this clause shall exclude or limit the liability of either party for death, personal injury or fraud caused by its negligence or for fraudulent misrepresentation;

The University shall not in any circumstances be liable to You for any Consequential Loss;

The University shall not in any circumstances be liable for loss or damage to personal property, including, without limitation, any clothing or vehicles;

The University shall not be liable for any loss or inconvenience or in any other way, should it be necessary in exceptional circumstances, for the Booking to be delayed or cancelled on account of matters beyond its control by reasons of force majeure, which for the purposes hereof shall include, but not be limited to fire, flood, strikes, reduction or unavailability of power or other services. In such an eventuality, every effort will be made to rearrange the Booking to a suitable date at the option of the Client;

**General**

Under no circumstances is this Contract intended to create a relationship of landlord and tenant between the Parties nor is it intended to confer exclusive possession on the Client or (Guests). The Client or Guest(s) will not be entitled to any assured, assured shorthold, or any other tenancy, nor will the Client or Guest(s) be entitled to any statutory security of tenure at the end of the Booking Period;

The University reserves the right for duly authorised members of staff to enter the Accommodation or any part thereof at any time for any purpose;

These Terms and Conditions shall be governed by the law of England and Wales. The Parties hereby submit to the exclusive jurisdiction of the English Courts;

The Client shall not be entitled to assign, charge, subcontract or transfer the Contract or any part thereof without the prior written consent of the University;

The Contracts (Rights of Third Parties) Act 1999 shall not apply to the Contract and no third party shall have the benefit of or right to enforce these Terms;

If any provision of these Terms is held by a competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions and the remainder of the provision in question shall not be affected thereby;