



King's College London Residential Services – Standard Terms and Conditions of Booking for Individual Guests Summer Accommodation

Definitions/Interpretation

In these terms and conditions of booking the following words shall have the following meanings:

“**Agreement**” shall mean the Booking Contract together with these terms and conditions.

“**The College**” shall mean King's College London.

“**Residential Services**” shall have the meaning given in clause 7.

“**Guest Booking**” shall mean an accommodation booking of 1 person named on the contract accepted upon booking the room.

1. Booking Procedure

All bookings are subject to confirmation of availability of the appropriate accommodation (bedroom). A contract is only formed between the College and the Guest when the College confirms to the Guest that they have booked a room, accepted the contract, and paid in full.

The prices of all room at the College shall be in accordance with the current quoted tariffs for room only as advertised on kcl.ac.uk/accommodation/summer-accommodation

Guest under the age of 18 are not permitted to book a room or stay unaccompanied. All under 18 guests should be accompanied by a responsible adult, and/or a parent/legal guardian.

The Guest should inform the College in advance of their booking of any special requirement (for example a disability), and the College shall endeavour to accommodate these requirements including in respect of access to/egress from college buildings and the provision of necessary facilities and services.

2. Payment Terms

All bookings must be paid for in full at the time of booking.

All rates are inclusive of VAT at the current rate, unless otherwise stated.

3. Amendment and Cancellation

All cancellations must be made via King's Residences



In cases of cancellation by the Guest:

- a full refund will be given if cancelled in writing more than 30 days prior to the start of the booking.
- 100% of the total value of the cancelled booking will be retained if cancelled less than 29 days prior to the start of the booking.
- If a guest fails to show, the hall will retain 100% of the pre-payment. 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.

Requested amendments to bookings may be made subject to availability of the accommodation required and subject to the College's agreement.

The College reserves the right to cancel any Guest Booking at any time for any of the following reasons:

- If the College (or any part of the College) is closed due to fire, maintenance requirements, dispute with employees, order of any public authority or any other circumstances beyond the College's control (in such cases all advance payments made would be refunded).
- If the College deems the behaviour of guest to be unacceptable. Partial termination could result in the guest being asked to leave College premises.
- If there is any breach of this Agreement or other relevant College policies including harassment, equal opportunities, health and safety, drugs, smoking, information technology which are available at www.kcl.ac.uk/college/policyzone or may be requested from Residential Services. All bookings shall be subject to the College's Policy and Procedures in Respect of Permissible Activities (available at www.kcl.ac.uk/college/policyzone) and may be cancelled under that Policy.

4. Liability & Insurance

The Guest shall be responsible for any loss or damage to goods or property unless caused by the negligence of the College or the College's breach of this Agreement.

The College shall not be liable for:

- any inconvenience or loss caused because of a cancellation; it is essential that Guest check their personal and/or travel insurance covers such losses.



- the death or injury to any person, except where it is not lawful to exclude or limit liability for such death or injury including where such death or injury is due to the negligence of the College.
- Any indirect or consequential losses or claims, demands, actions, proceedings, damages, costs, or other liability incurred in connection with the Guest Booking; or
- Any inconvenience or loss caused because of cancellation or termination under clause 3.

The liability of the College shall be limited to an amount equal to 1.25 times the fee paid.

Nothing in these terms excludes or limits in any way the College's liability to the Guest for death or personal injury arising from the College's negligence, fraud, or fraudulent misrepresentation, or for any other matter for which it would be illegal or unlawful for the College to exclude or limit (or attempt to exclude or limit) its liability.

5. Events outside our control

The College will not be in breach of these terms and conditions or otherwise liable to the Guest in any manner whatsoever (including negligence) for any failure or delay in performing its obligations under this Agreement due to any act, event, omission or accident beyond the reasonable control of the College, including but not limited to strikes, lockouts or other industrial disputes (whether involving the workforce of the College, its contractors, agents or otherwise), protest, act of God, war, national emergency, an act (or threatened act) of terrorism, riot, civil commotion, malicious damage, compliance with any law or governmental order, breakdown of plant or machinery, fire, explosion, leak, flood or storm, epidemic or default of suppliers or subcontractors).

If due to an event outside the College's control the College (in its opinion) is unable wholly or substantially to perform its obligations to the Guest, the College will promptly notify the Guest accordingly and will refund any payments made for the accommodation booked.

6. Health & Safety

Details of emergency procedures are displayed in all bedrooms. It is the responsibility of the Guest to ensure they are familiar with the emergency instructions relating to the building(s) they are residing in. If the fire alarm sounds guests must vacate the building using the nearest designated fire exit, move to the assembly point and remain there until instructed to re-enter the building.

Lifts are not to be used during emergency evacuations.

Except for a trained assistance dog, for which written authorisation has been obtained in advance from the College, a guest may not bring to/keep any animal in the College



buildings or grounds.

Smoking is not permitted in any College buildings/internal areas of the College. Smoking within the College grounds is not permitted except in areas designated for this purpose.

Hazardous, dangerous and/or illegal items/substances must not be brought onto college premises under any circumstances.

7. Notice

King's Residences are responsible for overseeing the College's guest and small group bookings. All communications from the Guest to King's Residences must be made using the following details:

Email: Summerbookings@kcl.ac.uk or/

Telephone: +44 (0) 20 7848 1700

The College may send written communications to the Guest by email to the email address the Guest specifies on their university application.

8. Anti-Bribery and Anti-Corruption

The College take their responsibilities in the areas of anti-bribery and anti-corruption very seriously. Accordingly, the Guest must always:

- comply with all applicable laws, statutes, regulations, and codes relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010.
- comply with the College's anti-bribery and anti-corruption policies as updated from time to time (current versions of which are available from www.kcl.ac.uk/policyzone); and
- promptly report to the College any request or demand for any undue financial or other advantage of any kind received by the Guest in connection with the Guests Agreement with the College.

Any breach by the Guest of their obligations under this clause 8 shall entitle the College to immediately cancel the Guest Booking and terminate the Agreement in accordance with clause 3.

9. General

Unless alternative arrangements have been made with Residential Services guests may check-in after 15:00 on the day of arrival.

Please inform us if you intend to arrive later than 20:00 so that we may hold your booking.



Guests must vacate and check-out of their rooms by 10:00 on the day of departure, unless alternative arrangements have been made with Residential Services. For any room that is not vacated on time the College reserves the right to charge the Guest for a further night's accommodation. All room keys must be returned by the guest upon departure from the College. The Guest will be liable for a charge of £30 for every key not returned.

There are no curfews at the residences, but all guests are requested to respect the quiet hours between 23:00 and 08:00. Failure to comply may result in the Residence/Duty Manager asking the guest to leave College premises and seek alternative accommodation.

Rooms as stated in the current quoted tariffs are for single occupancy only. No additional overnight guests can be accommodated in bedrooms.

The Guest shall be responsible for any wilful or negligent loss and/or damage to college furniture and equipment, including cleaning costs arising from smoking and other unauthorised behaviour. Furniture and equipment have been inventoried and must not be removed from or transferred between rooms.

The Guest must conduct themselves in a responsible manner with consideration to other guests, member of college staff or their agent, visitors, or members of the public and must refrain from any behaviour which would bring the College into disrepute or cause discomfort or risk to others. The College is a busy working environment with teaching, learning and research taking place year-round and guests are asked to respect this.

Self catering is permitted at Great Dover Street Apartments. Guests are welcome to use the kitchen but must supply their own cutlery, crockery, and cooking equipment). Rooms in Stamford Street Apartments are provided on a bed and breakfast basis.

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 summerbookings@kcl.ac.uk 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.

10. Miscellaneous

The failure of either party to exercise any rights under these terms and conditions shall not



be deemed to be a waiver of that right.

No other person other than the Guest or College shall have the right to enforce any term of these conditions.

This Agreement shall be governed by and construed in accordance with English Law and the English courts shall have non-exclusive jurisdiction to settle any dispute arising out of or in connection with this Agreement. If a court holds any provision of this Agreement to be illegal, invalid, or unenforceable, the remaining provisions will remain in full force and effect and the parties will amend the Agreement to give effect to the stricken clause to the maximum extent possible.

King's Residences
King's College London
January 2022