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**TERMS AND CONDITIONS FOR BED & BREAKFAST AND SELF-CATERING BOOKINGS**

1. The University of Kent requires full payment at the time of booking unless otherwise agreed in writing.
2. Any cancellations or amendments to bookings must be made to the University of Kent by email to [holidays@kent.ac.uk](mailto:holidays@kent.ac.uk) or by telephone to +44 (0) 1227 828000. “Non-refundable” rate bookings that are cancelled or amended will not be subject to refunds. All other cancellations and amendments made up to 48 hours prior to arrival will be refunded minus a £10.00 administration fee. No refunds will be made for cancellations or amendments made less than 48 hours prior to arrival – All refunds will be made to the original payment card.
3. We cater for a variety of diets, please advise of any special dietary requirements at the time of booking.
4. Please note that pets and other animals are not allowed on the University of Kent premises with the exception of guide or support dogs. If you are bringing a guide or support dog, please notify the University of Kent at the time of booking.
5. Arrival and departure times: check in is from 2pm on your day of arrival and you must vacate your room by 10am on the day of departure. Reception opening hours can be found at:

<https://www.kent.ac.uk/hospitality/services/accommodation/reception-services.html>

1. If you arrive and reception is unmanned, please use the telephone or intercom system located outside each reception area and this will dial straight through to security who will come and issue you with your key. Alternatively, please telephone security on (0) 1227 823300. If you aware that you will be outside of reception hours, please let us know in advance.
2. Minimum age for check in, when alone, is 18 years old.
3. Please be advised that we do not have family rooms and the maximum number of occupants is one per single room and two per double room.
4. If you wish to extend your departure time from 10am to midday there is a charge of £10. Please see reception in advance to book this late departure. If you wish to extend past midday then the charge is another night’s rate (subject to availability).
5. Car Parking: Please note that parking spaces are not reserved and should the car park closest to your accommodation be full then please park in one of the other numerous car parks on campus. Each car park has accessible bays for guests displaying a blue badge- locations shown on this link <https://www.kent.ac.uk/transport/maps/parking-map.pdf>

Please see reception for access to secure bicycle stores. Owners park at their own risk and the University accepts no liability to any damage caused to vehicles.

1. The University has some rooms accessible to wheelchair users and also many ground floor rooms. We will make every effort to accommodate individual requirements, but special need provision should be notified to the Conference Office at the time of booking to ensure that the University can meet your requirements.

12. Smoking is strictly prohibited in all university buildings, including accommodation.

1. Guests are to familiarise themselves and comply with all fire regulations and evacuation procedures. Please note that fire evacuation procedures can be found on the back of bedroom doors. Any malicious activation of fire alarms will result in a penalty charge of £200.
2. Should any guest’s behaviour be deemed unacceptable to the University or they are found to be engaging in activities that might jeopardise its license, they will be asked to leave immediately and no monies will be refunded. In such circumstances, the Director of Commercial Services or their nominee’s decision will be final.

15. The resident guest(s) will be held responsible for any loss or damage to University property and the accommodation should be left in a clean and tidy condition, with any breakages notified to reception prior to departure. A charge will be levied for malicious damage or unreasonable wear and tear to University property over the period of the booking. The University will not accept responsibility for loss or damage to personal property or vehicles and guests are therefore advised to ensure that accommodation and any vehicles are securely locked and no valuables left unattended.

1. Lost property will be held in the Conference Office for a maximum of 2 weeks following departure. To enquire about lost property please contact (0) 1227 828000. A postage fee may be applied to return items.
2. If keys are lost or not returned, a guest will be charged £25 per key at Reception or the Conference Office.
3. The University of Kent does not accept liability for failure to provide any of the services contracted and reserves the right to alter or cancel any booking due to circumstances beyond our control, including but not limited to industrial action, postal communications, flooding, and failure in electricity, gas and water, fire alarm evacuation or any act of God. In the event of such an occurrence, the Conference Office will use all reasonable efforts to offer an alternative service.
4. The University of Kent does not accept liability for accident, injury or damage to the Client, their guests, contractors and agents, or their respective property due to their own actions, neglect or actions of others.
5. Customer details/data are used for University of Kent communications only and will not be passed onto any third party providers.
6. If you feel unwell during your stay please notify Reception and call NHS Direct on 111 for medical advice.
7. All promotional codes for booking discounts issued by The University of Kent are subject to availability and any additional conditions given where they are offered. The promotion code must be entered into the ‘promotion code’ field during the online booking process. All bookings must be made in advance of stay and booked through the University’s booking portal [https://kenthospitality.kent.ac.uk/KxBnB/] and is not available in person or using other booking websites. This promotion code has no cash value, is non-transferrable and bookings are non-refundable.