

CAMPUS SERVICES DIVISION
UNIVERSITY TERMS AND CONDITIONS
INDIVIDUAL BOOKINGS



Please read the following terms and conditions which relate to all individual bookings held at Cardiff University. These terms and conditions cover the provision of residences and catering services set out in our Booking Contract together with a request for full payment.

PAYMENT - Full payment is required at the time of booking to confirm your reservation together with the return of the signed Booking Contract. No rooms can be held without full payment.

CANCELLATION - If you wish to cancel your reservation a refund less £5.00 per person per night will be given if notification is received by post, email or telephone 4 weeks or more prior to your arrival date. After this date no refund will be given.

In the event of an emergency outside the control of Cardiff University, we reserve the right to terminate this agreement. The University shall endeavour to provide alternative residences but does not guarantee to do so.

ACCOMMODATION

- All rooms are single occupancy and should not be used for multiple occupancy.
- On the day of arrival residences will be available from 3.00pm unless prior arrangements have been made. All rooms must be vacated by 10.00am on the departure date as stated on the Booking Letter, unless prior arrangements have been made.
- All keys must be returned by 10.00am on the day of departure. The client will be liable for a £50.00 charge for each key not returned. This charge is to cover the replacement cost of the key.
- On the day of departure guests must ensure all personal property is removed from the residence. Failure to do so will entitle the University to remove the guests personal property and dispose of it. Any items left will be held by the Conference Office for 2 weeks after departure. If the guest contacts the Conference Office within 2 weeks of departure, the items can be returned and the appropriate postal costs will be payable by the guest. After 2 weeks all left items will be disposed of.

CHARGES - Cardiff University reserves the right to increase the charges quoted provided notice is given to the visitor of such increase not later than six months prior to the date of arrival. Where services are provided by a sub contractor, the University reserves the right to pass on any increases in charges for such services at any time.

DAMAGE - It is the guest's responsibility for ensuring at the end of the event that all locations have been vacated and all furniture and effects are left in a clean and proper condition. Any damage to University property shall result in the client being invoiced for the replacement/repair cost.

NO SMOKING - In relation to the Smoke Free Premises Act the University is committed to making its premises completely smoking free for the protection of all its staff and students and has issued a policy encompassing government legislation. Therefore smoking is not permitted in or on any University premises, except in designated areas. In University residences this includes all study bedrooms, bars, meeting rooms, grounds and communal areas. All members of the University community, students, conference guests and visitors are required to follow this policy while using University premises.

RESPONSIBLE ADULT - Cardiff University insists on the appointment of a responsible adult to supervise bookings which includes persons under 18 years of age. The responsible adult must

ensure compliance with any relevant legislation including the Children Act (1989 and subsequent amendments). All persons under 18 must be supervised at all times by a responsible adult who will be held responsible for any actions or liabilities incurred.

OTHER STIPULATIONS

- No animals, other than guide dogs may be accommodated on University premises.
- Any complaints received arising from the unruly behaviour of a group or individual may result in the offending party being requested to immediately vacate the premises.
- The Campus Services Division (CSERV) is self financing and operates a Conference Service as a commercial activity with the purpose of generating income to re-invest back in to the CSERV estate. It is not the intention for CSERV to analyse each individual booking with regards to content, nature or purpose, however we reserve the right to refuse a booking, at our discretion, providing a clear justifiable reason is in evidence to do so.
- It is an offence for any person to display an advertisement i.e. to fly post, anywhere in Cardiff in contravention of Section 220 and 224 of the Town & Country Planning Act 1990 and Section 132 of the Highways Act 1980.

INSURANCE COVER

- The client shall effect third party insurance cover to the extent that it is required by the University. The client shall indemnify the University against all loss and damage and against all claims, suits and costs by reason or in consequence of the booking.
- Except in the case of University negligence, Cardiff University does not accept any responsibility for the loss of, or damage to, personal effects. The University undertakes no responsibility for injury to delegates, visitors or guests while on University property. The client is advised to arrange adequate insurance cover.
- The University will not be liable for failure to comply with any terms or conditions of this contract to the extent that such compliance is prevented, hindered or delayed by any cause beyond its control including but not limited to fire, storm, explosion, flood, snow, Act of God, action of any Government or Governmental Agency, shortage of materials of goods, strike or lock-out.

HEALTH & SAFETY

- It is the responsibility of persons placing bookings (for their own use or on behalf of others) to ensure that the accommodation is suitable for their use or for the use of persons for whom they are placing a booking. It is also the responsibility of persons placing bookings (on behalf of others) to ensure that all guests receive the necessary information - University Joining Instructions and University Terms & Conditions (additional copies can be obtained from the Conference Office if required).

PARKING

- Parking is available at all residences however this is subject to availability and is allocated on a first come first served basis. A valid parking permit must be displayed at all times. Any vehicle found parked in an unauthorised parking area or without a valid parking permit may be subject to a fixed penalty charge. Valid parking permits are subject to availability, please contact the Conference Office for further details.
- Parking of vehicles and bicycles in University car parks is at the Resident's own risk. Other than as a result of the University's negligence, the University accepts no liability for any damage or theft to vehicles or property contained within.