



Accommodation Services

The Consumer Contracts Regulations (June 2014)

Staff/Visitor Accommodation

The Consumer Contracts Regulations (June 2014) provide that University accommodation contracts are not a contract to which the "cooling off" cancellation period applies. Our cancellation terms are set out below.

Cancellation Policy

Our cancellation and amendment terms firstly reflect the cost to us in administering any changes to your booking including processing any refund that may be due. Also we have factored in the costs to us in terms of reduced probability of the room being filled as well as any room servicing costs incurred in preparation for your visit. As such, we regret that the less advance warning you give us, the higher the cancellation fee will be. We do understand that plans can change unavoidably.

You can always amend the dates of your stay, as long as it is the same property, the value of the booking does not decrease, and only if availability for the new dates exist. You may amend your booking free of charge on one occasion, but if you require further changes an amendment fee of £25.00 will apply to each subsequent change. We also reserve the right to cancel the booking and apply the relevant cancellation charges detailed below, should any amendments results in a loss of business due to a request to delay your arrival.

All cancellations/amendments must be made by **email** or by writing to us at the address above.

Cancellation Charges

Cancellation of a booking			
More than one month notice	Between one month and two weeks before arrival	Less than two weeks but prior to day of arrival	Planned day of arrival / Non-arrivals / After your arrival
100% refund less a £50 administration fee	75% refund of the booking total, but not less than £50	50% refund of the booking total, but not less than £50	No refund

If your University department is paying for the accommodation, these charges will be automatically deducted from their cost centre/research account.

Please note that once accepted and arrived into the accommodation, you, the Tenant will be legally bound for the full period of the Contract. This means that you cannot give notice to leave.