



Staff and Visitor Accommodation



The London School of Economics and Political Science (LSE) Terms and Conditions for booking Staff and Visitor accommodation

The terms below apply to your booking if you are a consumer. When you make a booking on our website, you will be asked to click "I accept" and you will not be able to complete your booking if you do not do this. This confirms that you accept these terms. We strongly recommend that you read the terms before accepting. A summary of the key points will be read to you if you make your booking by phone, a full copy will be sent with your confirmation letter or e-mail.

Our Contract

If you are a consumer, The London School of Economics and Political Science (**we/us**) sells accommodation to you subject to these terms and conditions.

A contract is formed between the occupant (**you**) and the London School of Economics and Political Science (referred to as **LSE** hereafter) when we issue you with a confirmation number for your accommodation (**booking**). No booking shall be binding on LSE until we receive your deposit payment and issue you with a confirmation number.

You may make a booking on behalf of others but must ensure that they are made aware of these terms and agree to abide by them.

Your Booking

You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then LSE will terminate your booking and retain any money paid to us for such booking.

You can only make a booking if you are 18 years old or over. If you arrive at the residence and are under 18 years of age you will not be permitted to stay alone.

You must ensure that the guest name(s) on a booking are correct at the time of reservation - this cannot be changed afterwards.

You may only book at Staff and Visitor rates if you are a *bona fide* member of staff or visitor to the school (a guest lecturer, speaker or researcher for example). Residential services shall make the final decision on eligibility for these rates. Taught students may not book at these rates.

Rates and Payment

The rate for each room for each night of your stay will be advised at the time of your booking. You will be required to pay a deposit in order to secure your booking.

- For stays of 28 days or more a deposit of 28 days rent is due on booking, rent is then payable monthly in advance.
- For stays of between 7 and 27 days, **full payment is required at the time of booking.***
- For stays of six nights or less, **full payment is required at the time of booking.***

All deposit payments are non-refundable and non-transferable.

Payments can be made via LSE internal debit (IDN), credit/debit card or cheque. Where payments are made by IDN we require written authorisation from the budget holder within 14 days of the booking being made, or by arrival if this is sooner. If we do not receive this authorisation, your booking will be cancelled without notice.

*** all payment plans, must be agreed by the Staff Accommodation Co-ordinator prior to arrival.**

Check-in and Check out

You can check-in from 15.00 on the scheduled date of arrival. On certain key dates we may have to postpone check-in until a later time – we will inform you if this is the case. Please inform us if you intend to arrive later than 20.00 so that we can hold your booking. You must be able to show photo identification such as a passport or driver's license when checking in.

You must check-out before 10:30 on the scheduled date of departure. If you fail to check-out by the stipulated time, you

will be charged the equivalent to the full standard rate at that time, for one night's stay for the applicable unit(s). Under these circumstances we also reserve the right to remove your property from your unit(s) without notice and place it in commercial storage at your cost.

The Accommodation

Maximum occupancy for a unit is determined at the time of booking and shall not exceed that number.

Cots/cribs can be provided in apartments and the mini-suite only. Only one cot/crib per unit can be provided. Cots/cribs are provided subject to availability. Other units are not deemed to be suitable for children less than five years of age. Our cots/cribs are suitable for children under 24 months old only. All children aged over 24 months must be booked as adults.

Pets are not allowed in LSE Residences except those registered to provide assistance to disabled people, such as Guide Dogs for the Blind or Hearing Dogs for the Deaf.

Other services that are described as being available (restaurants, bars etc.) within a residence may be subject to seasonal opening times. Certain services such as safes and telephones may only be available on a pay as you go basis.

Cancellations/Amendments

You are strongly advised to take out valid insurance that covers against cancellation of your booking, irrespective of the reservation type.

You may cancel a booking in writing and we will refund you any monies paid less a cancellation fee if:

You notify us a minimum of 72 hours in advance of check-in time. The cancellation fee shall equal the deposit stated below:

- Stays between 1-7 nights; **1 night stay**
- Stays between 7-27nights; **25% of the entire stay.**
- Stays 28 nights or more; **28 nights.**

You will be issued with a cancellation number to confirm your cancellation.

If you fail to cancel your booking within 72 hours, or cannot provide a cancellation number on request, you will be liable to pay for the full stay and not be entitled to receive any refund.

We will only make refunds to the payment card that you used to make the booking. We will normally credit refunds to your card within 30 days. If you paid by cheque or cash we will refund by cheque. We normally process cheque refunds within 30 days. Payments made via IDN will be credited back to the budget code used.

LSE reserves the right to cancel any bookings made for purposes other than for the use of accommodation.

With any booking, subject to availability, you may reduce the length of stay, change the room type and/or the scheduled date of arrival. You must notify us a minimum of 1 week in advance of your arrival. Amendments requested less than 1 week in advance of check-in may not be possible. Extensions on the departure date can be made at any time, subject to availability.

Relocation

LSE operates a relocation policy. If a unit is unavailable on arrival (except due to an event beyond our reasonable control (see statutory rights section below) as a last resort then we will either:

- provide a unit at another LSE site and pay the reasonable cost of transport to that alternative site;
- OR
- at your request, or, if in our reasonable opinion there is no suitable alternative LSE accommodation available, cancel your booking and refund you the money you have paid for the unavailable room (s)

Miscellaneous

All guests are required to sign a Registration Card on arrival. The guest must carry the card on their person at all times, as a form of identification. The card must be shown to the Reception or Security, in order to retrieve any keys left behind the reception and to gain access to the building. LSE has the right to refuse any service requested, if the guest fails to present the Registration card upon request.

If a guest loses the Registration card then they will be required to purchase a new registration card at a cost of £5.00.

Should you lose your room key, swipe card or fob you will be charged for its replacements. Costs vary between

residences depending upon the lock type.

In line with UK law you must not smoke in any of area of our Residences, this includes outdoor areas as signed. By law you must not interfere with our fire detection system. We will terminate your booking without refund and require you to leave the residence immediately should you be found to have smoked within our residences or have interfered with our fire detection and fire fighting facilities. You will also be charged for any costs we incur if you smoke in our residences including costs for specialist cleaning and/or redecoration and refurbishment (to make the unit fit for sale as a non smoking environment) and the cost of the unit for any time period it is unusable. We reserve the right to apply these charges against the card or budget code used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within 10 working days of your departure.

You must not cause damage (either accidental or willful) to any part of the Residence, including your room and public areas, and all fixtures, fittings and equipment. You authorise us to charge you or your department any costs we incur to carry out any repairs or replacement. We reserve the right to apply these charges against the card or budget code used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within 10 working days of your departure.

Our residences have duty teams that are responsible for the welfare and safety of all residents – usually headed by a warden. If a request is made of you during your stay you must follow this request immediately. If you have a query about a request made of you then you may follow this up after the event.

Statutory Rights

We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (**statutory rights**) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

For more information on your statutory rights see www.consumerdirect.gov.uk or call 0845 404 0506. Please make particular reference to the Hotel Proprietors Act 1956 which is displayed in all our residences and also available upon request. Where your accommodation is paid for by LSE then employee housing regulations may also apply.

Events Beyond our Reasonable Control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of accommodation and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures. You are reminded to purchase insurance against such instances.

Our Liability: Our total liability for any loss shall not exceed the total sum we charge you for the booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of LSE and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed.

Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

Third Party Rights: A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

Law: These terms are governed by the laws of England and Wales.

Changes to Terms: We reserve the right to change these terms from time to time. The terms applicable to your booking are those in force on the date of booking (or amendment, as applicable).

Data Security: LSE makes all reasonable efforts to ensure that all credit card transactions are secure. However, if unauthorised charges appear on your statement for the payment card used on residences.lse.ac.uk, or the payment card used to secure a reservation by telephone at any time during or after you make your booking, LSE shall not be liable or responsible in any way in respect of any damage or loss of whatsoever nature suffered by you arising from or in any way connected with the said use transaction or disclosure.

Copyright: Consumers shall not use LSE's name logo or any other trademark for promotional purposes.

Questions/Complaints

If you have any questions or complaint in relation to your booking or these terms please contact Samantha Da-Costa, staff accommodation co-ordinator on s.e.da-costa@lse.ac.uk or +44(0)207 955 7023 and we will respond to you as quickly as we can. We aim to reply within 1 working day but complaints and more complex enquiries may take longer, we will always reply within 5 working days.

LSE Residential Services
Houghton Street
London
WC2A 2AE

Last Updated: 13th August 2014