

The London School of Economics and Political Science (LSE)

Terms and Conditions for booking into a residence as an early arrival LSE student

The terms below apply to your booking if you are an early arrival student, and you will be bound by these terms and conditions. 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 an LSE student, The London School of Economics and Political Science (we/us) sells all rooms and extras to you subject to these terms and conditions.

A contract is formed between 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 room (booking) and extras (if applicable). No booking shall be binding on LSE until we receive your deposit payment and issue you with a confirmation number.

Your booking

All payments are due at the time of booking unless otherwise stated.

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. We may also refuse to take any further booking from you in the future.

You can only make a booking if you are 17 years old or over.

You must ensure that the name on a booking is correct at the time of reservation this cannot be changed afterwards.

You must be able to show proof of your LSE student status when checking in, and photo identification such as a passport or driver's licence.

Rates and payment

The rate for each room for each night of your stay will be advised at the time of your booking. No further discounts apply.

All payments are due in full at the time of the booking. Payments to be made by debit or credit card, or bank transfer only.

Check-in and check-out

You can check-in from 8am on the scheduled date of arrival. You will be contacted via email prior to your arrival and asked to book an arrival slot for your chosen arrival date. If you need to change your arrival slot, please contact the reception desk at your hall to advise us of your updated arrival slot as soon as possible. Please note that if you arrive outside your designated arrival slot, you may be asked to wait before you can check-in, and priority will be given to guests who arrive within the arrival slot which they have booked.

You must check-out before 10.30am on the scheduled date of departure. If you fail to check-out by the stipulated time, you will be charged the equivalent to the standard rate at that time, for one night's stay for the applicable room(s). Under these circumstances we also reserve the right to remove your property from your room(s) without notice and place it in commercial storage at your cost.

Rooms

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

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.

No shows

The hall will charge 100% of the confirmed booking revenue in the event of a no show. 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.

Cancellations/ amendments

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

You may cancel a booking via email and we will refund you any monies paid less a cancellation fee if you notify us at accommodation@lse.ac.uk in advance of 20 August 2020. The cancellation fee shall equal two nights' stay, or if your stay is less than this, it will equal the total duration of your stay. If you cancel your booking on or after 20 August 2020, you will be liable to pay for the full stay without entitlement to a refund.

We will only make refunds to the payment card that you used to make the booking. We will normally process credit refunds to your card within 28 days. Please note that processing of the credit card refund does not necessarily mean that you will receive the refund within 28 days, check with your credit card company for further details.

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 to a minimum of a two-night stay; change the room type and/or the scheduled date of arrival. You must notify us a minimum of 72 hours in advance of your arrival. Amendments requested less than 72 hours in advance of check-in will not be possible.

Extensions on the departure date can be made at any time, subject to availability.

Relocation/ room move

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

Provide a room in another LSE Residence and pay the reasonable cost of transport to that alternative Residence;
OR

at your request, or, if in our reasonable opinion there is no suitable alternative LSE Residence accommodation available, cancel your booking and refund you the money you have paid for the unavailable room (s)

The room you are allocated as an early arrival student may not be the same room as the room you are allocated for the official academic term and you may have to room move.

We may require you to vacate the Accommodation on a temporary basis on 24 hours' notice (or less in the event of an emergency) if:

- we reasonably consider that your continued presence in the Accommodation could pose a health and safety risk to other occupants or could expose you to a health and safety risk from other occupants (including exposure to infectious diseases, such as COVID-19);
- if you or other occupants fail to comply with Health and Safety Guidance;
- to comply with government guidance and good working practice in times of pandemic;
- to carry out deep cleaning of the Accommodation; or
- in the event of a public health emergency.

We may temporarily suspend your rights to use parts of the Accommodation which do not form part of the Room and Communal Areas on 24 hours' notice (or less in the event of an emergency):

- in the event that continued use would pose a health and safety risk,
- to comply with government guidance and good working practice in times of pandemic;
- to carry out deep cleaning; or
- in the event of a public health emergency.

Health and safety

You agree to comply and/or co-operate with a reasonable request by us to provide information or to assist in connection with a risk assessment or any health and safety assessment undertaken by us in relation to your occupation of the Accommodation and/or in the Hall.

You agree to display respect for the health and safety of other occupants and comply with any Health and Safety Guidance (which may be updated from time to time) applicable when using the Accommodation or the Hall.

You agree not to create a health and safety hazard in the Hall or the Accommodation.

You agree to notify us as soon as reasonably possible if you become aware of any circumstance which may affect our insurance.

Visitors

No Visitors are permitted in the Hall for any period, for the safety and wellbeing of all occupants of the Hall. You agree not to invite any Visitor to stay, or to allow any Visitor to stay, for any period.

Miscellaneous

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

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. Under no circumstances will this charge be waived.

Where additional meals are available you will be issued a receipt upon payment. This should be presented to the catering staff when you collect your meal. If you lose your receipt you will be required to purchase another meal.

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. All

LSE students are automatically subject to House Rules and Disciplinary Procedures. 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 room fit for sale as a non-smoking environment) and the cost of the room for any time period it is unusable. We reserve the right to apply these charges against the card 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 wilful) to any part of the Residence, including your room and public areas, and all fixtures, fittings and equipment. You authorise us to charge you any costs we incur to carry out any repairs or replacement. We reserve the right to apply these charges against the card 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.

We provide wheelchair accessible and limited mobility rooms, subject to availability. You must specify this requirement at the time of booking and ensure that you have booked the correct room type.

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 08454040506. Please make particular reference to the Hotel Proprietors Act 1956 which is displayed in all our residences and also available upon request.

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 room(s) 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 travel insurance against such instances, whether traveling as an individual or as part of a group.

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 your payment cards used in transactions with LSE, 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 residences.complaints@lse.ac.uk or call +44 203 437 0050 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 10 working days.

LSE Residential Services
Houghton Street
London
WC2A 2AE
Last Updated: 9 July 2020