

# LSE Summer School 2020 Accommodation Booking Terms and Conditions

The below Terms and Conditions apply to all bookings made in relation to the LSE Summer School 2020. We strongly recommend that you read the Terms and Conditions before making a booking as, when you complete your booking, you agree that you have read and agree to be bound by these Terms and Conditions.

## 1. DEFINITIONS

In these conditions the following definitions apply:

"You"	means any person, making a booking for Accommodation in LSE Accommodation as a participant in the LSE Summer school 2020.
"The School", "School" or "LSE"	means the London School of Economics and Political Science
"Accommodation"	means the hall of residence.
"Agreed Room Type"	means the Room type specified at the time of booking.
"Common Areas"	means any area outside of the study bedroom within the Accommodation.
"Fees"	means the cost of the Room per night.
"Period"	means the period commencing from the start date of your booking to the end date.
"Room"	means the Room that you are allocated when making a booking for Accommodation with the School.
"Resident"	means you; a Registered Student of the School.
"Residential Services Office"	means the Residential Services Office in 3.02 Saw Swee Hock Student Centre
"Terms and Conditions"	means the Accommodation for LSE Summer School 2020 Booking Terms & Conditions
"Warden"	means the Warden, School Resident or other as appointed by the School.

## 2. YOUR BOOKING

2.1 Your booking must be made online via the LSE Summer School Accommodation pages or via the Residences Summer School Office.

2.2 Only course offer holders of the LSE Summer School 2020 may make bookings in an LSE Summer School allocated Accommodation. If you withdraw from the programme or your registration on the Programme is terminated for whatever reason, you are not entitled to stay in LSE Accommodation.

2.3 We endeavour to provide Accommodation to all LSE Summer school students. However, this is subject to availability and we are unable to guarantee Accommodation for all registered LSE Summer school students. If you intend to attend more than one session of the LSE Summer School, each booking will be treated as a separate booking. These Terms and Conditions will apply to each booking.

2.4 You must inform the School of any permanent or temporary disability you may have at the time of your booking. This will enable the School to consider the most suitable Room/Accommodation to meet your needs. If the School does not receive such information from you and it later transpires that you have a permanent or temporary disability, then the School reserves the right to re locate you to a Room/Accommodation which the School considers appropriate or if no such Room/Accommodation is available provide you with options of alternative Accommodation outside of the School. In the event of this occurring, the School reserves the right to not refund any fees already paid by you, as the onus is on You to inform the School of any disability you have.

2.5 It shall be your responsibility to ensure that all details you provide us with when placing a reservation are complete and accurate

## 3. PAYMENT

3.1 All payments are due in full at the time of the booking unless otherwise stated. All prices are quoted in British Pounds Sterling. You should make payment by credit or debit card. For alternative methods of payment, such as bank transfer or bank draft, please contact us via the [Contact Form](#) . When paying by bank transfers or bank drafts, please remember to pay any transaction charges. If you choose to pay by bank transfer, we must receive the remittance or proof of transfer by email to International transfers incur a cost. A £10 charge will be applied when paying via bank transfer, to cover the cost of bank charges. Please ensure you factor in your bank's fees. Please note that using payment methods such as bank transfer or bank draft will delay dispatch of email confirmation of your booking, as booking confirmations will only be provided once cleared funds are received.

3.2 In the event that payment is not received by the stated deadline, the LSE reserves the right to cancel your booking/s. If you choose to pay by bank transfer, we must receive the remittance or proof of transfer by email to [residences.summerschool@lse.ac.uk](mailto:residences.summerschool@lse.ac.uk) within 48 hours of making the reservation as a failure to send this will result in the booking being cancelled.

3.3 Once the LSE receive full payment, you will receive confirmation of your booking within 72 hours. All booking confirmations are made in written electronic form.

#### **4. MODIFICATION**

To amend your booking, please contact the Central Reservations Office using our [Contact Form](#) or call +44 (0)20 3437 0050.

We will endeavour to accommodate your request where possible. All amendments must be made in writing and by the primary booker only. Modifications are subject to availability and may incur additional charges; any additional charges incurred are due immediately.

**There will be no refunds for any modifications which are made less than thirty (30) calendar days in advance of arrival.**

#### **5. CANCELLATIONS AND WITHDRAWALS**

5.1 Cancellation of bookings will only be accepted in writing from the person who made the booking and is not effective until received and acknowledged by the Central Reservations Office. Cancellation of a session with the LSE Summer School does not alone constitute a cancellation of an Accommodation booking. All notices of cancellation must be sent by completing our [Contact Form](#). Cancellations by telephone are not accepted.

5.2 If you intend to attend more than one session of Summer School, each Accommodation booking will be treated as a separate booking. As such, this cancellation clause will apply to each booking.

The LSE may cancel any booking provided that notification of such a cancellation is given to the applicant prior to the arrival date. In the event that the School cancels a booking, the LSE shall not incur any liability to you whatsoever other than the return of any money paid by you.

5.3 Please be aware that the 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:

1. Provide a Room in another LSE Accommodation and pay the reasonable cost of transport to that alternative Accommodation; or
2. At your reasonable 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).

**You are advised to insure yourself against the possibility of cancellation.**

Accommodation fees will be refunded in accordance with the terms set out below:

Date of cancellation	Accommodation fee refund
7+ calendar days before arrival	100%
Less than 7 calendar days before arrival	No refund

5.4 If you withdraw from the Summer School 2020 after check-in, you are required to notify us by emailing us at the following email address [residences.summerschool@lse.ac.uk](mailto:residences.summerschool@lse.ac.uk) and you will need to vacate your Accommodation within 24 hours of withdrawal from the Summer School. For the avoidance of doubt, if you withdraw from your LSE Summer School after check-in, the cancellation charge will be equal to the full stay and as such no refund will be due.

5.5 LSE has the discretion to terminate your Accommodation, if you are expelled or suspended from the Summer School/Accommodation as a result of disciplinary action or precautionary measures being taken or for any other valid and reasonable reason. In these circumstances, there will be no refund of fees paid or due to be paid.

5.6 LSE retain the right, and will endeavour to offer, alternative Rooms of similar standard, in the event of a service failure or closure.

## **6. 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 travelling as an individual or as part of a group.

## **7. FAILURE TO ARRIVE**

In the event that you fail to arrive to the Accommodation on the specified arrival date and you fail to [advise us](#) of your late arrival or cancellation, you will forfeit 100% of the fee paid and your booking will be cancelled. The School shall be under no

obligation to re-let or attempt to re-let the Accommodation. The School reserves the right to re-let any Accommodation where you have failed to arrive within 24 hours of the expected arrival date.

## **8. YOUR STAY IN LSE ACCOMMODATION**

8.1 The Accommodation is part of the School's property and is administered by the School's appointed officers.

8.2 While the Warden is generally responsible for handling all resident matters relating to the Accommodation, there may be instances where the Warden, their nominee or a manager will escalate incidents to other officers within the School; including but not limited to Summer School Academic Advisors and managers. You will be notified when a matter is escalated.

8.3 The School's Residential Services Office is responsible for the administration of Accommodation bookings.

## **9. YOUR BEHAVIOUR AND COMMUNITY LIVING**

9.1 LSE Summer School Terms and Conditions make clear the standards of behaviour expected from students. These standards apply in the Accommodation too.

9.2 You are required to be considerate of the needs of other Residents.

9.3 You must not make unreasonable noise (as determined by the School) at any times and after 11pm/before 8am must not make any noise which disturbs other Residents.

9.4 You must not do anything which may be or become a nuisance or annoyance to LSE, other occupiers of the building or neighbouring properties which shall include (without limitation) not causing any noise at a level which causes disturbance to other persons in the building or neighbouring properties.

9.5 The School operates a zero-tolerance policy with regard to drugs and firearms which will be enforced without regard for personal views or opinions, according to English law. All drugs, controlled substances, firearms, explosives, knives, fireworks, chemical, projectile devices and other dangerous substances, articles and weapons are banned from being carried, stored, used or sold/exchanged in any Accommodation. In all cases, the police will be notified, and all relevant information passed to the School authorities. Abusive, threatening and violent behaviour to other guests, LSE staff or any other person at the Residence or neighbouring area will also not be tolerated.

## **10. RESIDENTS**

Only registered LSE Summer School 2020 students are eligible to be a Resident.

## **11. USE OF ACCOMMODATION**

11.1 The Accommodation and the Room may only be used for domestic residential purposes and is not to be used for any trade, business or profession or any illegal activity.

11.2 Please note that each Accommodation will also have house rules in place. The latest house rules are available from the webpages of the relevant Accommodation. It is your responsibility to ensure that you are familiar with the latest house rules relating to your Accommodation.

11.3 You must not hang or allow to be hung any clothes or other articles from any part of the Accommodation.

## **12. USE OF ROOM**

You shall not use the Room or permit the Room to be used for any purpose other than as a dwelling. No trade, profession or business is permitted

## **13. PERMISSION TO RESIDE IN LSE ACCOMMODATION**

13.1 The provision by the LSE of Accommodation shall be used only by individuals named on booking, if, and only if, these individuals become registered on the LSE Summer School 2020 students.

13.2 You shall notify your guests and ensure that they must observe this condition or from any other use of the Accommodation and facilities provided by the LSE in a manner inconsistent with the granting of a licence only.

## **14. REFUSAL OF ENTRY**

The Accommodation has the right to refuse entry to any additional person that has not made a reservation.

## **15. GUESTS**

15.1 No overnight guests are allowed.

15.2 No person, other than the Residents, may reside in the Room or the Accommodation.

15.3 Day guests (a maximum of 2) are permitted between 10am and 11pm and should sign in and sign out.

15.4 Residents will be held responsible for the conduct of their guests and are liable for any costs arising from the misconduct of their guests (whether accompanied or not by the Resident).

15.5 Residents in Rooms for more than one person must show due and reasonable consideration for their roommate(s); for example, they must not invite guests to their Rooms at unreasonable times.

## **16. CHECK-IN TIME**

Each Accommodation will have different check in times and as such your Confirmation letter must be checked carefully.

## **17. CHECK-OUT TIME**

Rooms must be vacated by 10:30hrs on the day of departure. Checking out after 10.30am will incur a charge of one further night's Accommodation. Should you fail to check out on the agreed date, personal possessions will be packed and removed from the Room

## **18. ROOM CONDITION**

18.1 Your Room will be provided to you in a good, clean condition. You are expected to maintain your Room, and any communal areas, in good order, in a clean and tidy condition, for the entire duration of your stay.

18.2 Rooms that are vacated that require additional staff time and effort to return them to good order will incur the following charges:

1. Repair or replacement of furniture, fixtures or fittings – actual cost, plus VAT, from LSE nominated suppliers;
2. Loss of revenue – for each additional day that a Room is out of service as a result of repair or replacement of furniture, fixtures or fittings as a result of guest damage the daily rate for that Room will apply;
3. Administration charge – £25 per person.

18.3 You must not create any blockages or other obstruction in the showers, baths, sinks, lavatories and cisterns in the Accommodation.

## **19. LOSS OF ROOM KEY**

19.1 You will be provided with keys/cards and registration cards for access to your own Room and the main door/s of the Accommodation. Where applicable you will also be provided with a mailbox key.

19.2 A charge will be applied for the cost of replacing any keys/cards which are lost or not returned when you check-out. If the lock needs to be changed then additional charges will apply.

**19.3 You must ensure that your Room is locked when you are not there and that you do not give your keys to others.**

## **20. REGISTRATION CARD**

Registration cards must be carried at all times while on the premises. The card must be shown to the Reception, Security and Restaurant Team, in order to gain access to the building and obtain any meals included in the terms of the reservation. Lost registration cards will incur a charge of £5, in addition to the cost of the number of remaining meals.

## **21. COMMON AREAS: USE OF RESTAURANT, LOUNGES AND ALL COMMON AREAS**

21.1 You will be jointly responsible for the common areas and may be required to contribute to costs incurred in the cleaning, repair and maintenance of these common areas.

21.2 You must not damage the common areas or remove any items from them. Individuals identified as being responsible for damage shall be required to pay the full cost of repairs or maintenance.

21.3 Alcohol is banned from all restaurant, lounge and common areas, except spaces designated as licensed premises, i.e., those areas licensed to sell alcohol.

21.4 Kitchens should be kept clean and tidy and it is your responsibility to do so.

## **22. PROHIBITED AREAS**

You are prohibited from entering any areas of the Accommodation marked 'Private', 'Staff Only' or 'No Entry', or where Residents have been advised that entry is prohibited. These areas may be designated at any time by the Warden or a manager.

## **23. FIRE SAFETY**

23.1 You must not move, tamper with or in any way interfere with fire or other safety equipment and systems anywhere within the Room or Accommodation. This includes blocking fire exits and propping open fire doors.

23.2 You must comply with all fire rules and regulations imposed by the School or any relevant authority.

## **24. SMOKING**

24.1 There is a no-smoking policy in operation across all School buildings, including all Accommodation, in line with English law. Smoking is banned in all areas, including individual Rooms, common areas or pavements immediately outside all Accommodation. Smoking is not permitted in any LSE building or enclosed outdoor space, e. g. garden.

24.2 It is a serious breach of fire safety regulations for student halls of Accommodation. Furthermore, UK law prohibits smoking in any building of a publicly funded organisation or in the workplace.

## **25. HEALTH AND SAFETY**

25.1 It is the responsibility of all Residents to report promptly any fault or damage detected in the Accommodation which might constitute a health or safety hazard to the office/reception of the Accommodation or the Residential Services Office.

25.2 Any incident or situation where:

25.2 1. the emergency services (police, fire or ambulance) are called to the Accommodation,



or;  
25.2.2. first aid is administered;

must be immediately reported to the office/reception of the Accommodation.

## **26. WINDOWS**

**26.1 You must not remove or tamper with any window restrictions.** If any restrictors/locks in the Premises are damaged, you will be charged the full cost of replacement and any damage to the window. If any restrictors/locks in the Common Areas are damaged the residents shall be jointly responsible for the costs. Individuals identified by the School as being responsible for damage caused shall be required to pay the full cost of repairs or maintenance themselves.

26.2 You must never throw anything out of the windows.

26.3 You must not hang or allow to be hung any clothes or other articles from any part of the Accommodation.

## **27. ACCESS TO ROOMS**

27.1 LSE may require access to the Residence from time to time for any reasonable purpose. If LSE does require access we will endeavour to cause as little disruption as possible, we will aim to give you reasonable notice (except in cases of an emergency) and wherever possible seek access only during normal working hours. However, this may not always be possible.

27.2 The School reserves the right to send authorised members of staff or their nominated representatives to the Room/Accommodation for the following non-exhaustive list of purposes:

27.2.1 Inspect the Room and the Accommodation to ensure compliance with these terms and conditions;

27.2.2 Inspect the conditions of the furniture, fittings and decorations;

27.2.3 Effect any repairs that may be necessary and undertake any work involving structure or other facilities of the Accommodation;

27.2.4 Clean the Premises

27.3 You are required to maintain the Room as a safe environment for all authorised people entering and working on the Room (for example, by ensuring that cables to personal electrical equipment are safe and not trailing).

27.4 You must comply with any direction or requirement of the Warden or their nominee which is given to ensure compliance with these terms and conditions.

## **28. DECORATION/ ALTERATION**

28.1 You are not permitted to carry out any decoration or alteration or make any repairs to the Room or the Accommodation.

28.2 Anything that might damage walls, wardrobes, doors and other surfaces when affixing posters, photographs etc. are not permitted. All adhesive materials must be removed from the walls and other surfaces before the Resident departs and at the end of the Licence. Failure to comply with this requirement will result in a cleaning charge.

## **29. NEXT OF KIN**

29.1 Residents are asked to inform Residential Services and the Summer School Office of any change of name and address of their next of kin or named representative, so that they may be contacted in case of emergency. This should be done by email to [summer.school@lse.ac.uk](mailto:summer.school@lse.ac.uk)

29.2 If a package for a Resident is sent to an Accommodation/Room following the departure of that particular Resident, then the School will request payment from the Resident prior to any forward delivery of that package to them.

## **30. PETS**

No pets or other animals, insects, reptiles or birds shall be kept in any part of the Room. Summer school students with companion or working animals are advised to contact [residential.life@lse.ac.uk](mailto:residential.life@lse.ac.uk) to discuss their requirements.

## **31. MAINTENANCE**

You must notify the School of any damage, breakage and defect within the Room or elsewhere in the Accommodation within 24 hours of your arrival.

## **32. SECURITY**

Residents entering or leaving the Room and / or Accommodation must make sure that the main door/s are closed firmly behind them.

## **33. LOST PROPERTY**

33.1 Perishable or hazardous items left anywhere in the Room and Accommodation without prior arrangement will be disposed of immediately. Please note that the decision as to whether or not property is perishable or hazardous lies at the School's sole discretion.

33.2 Other items of abandoned property may be stored by the School (but without imposing any obligation on the School to do so). The discretion to store an abandoned property lies with a manager.

33.3 When vacating the Accommodation, the onus is on You to remove all possessions, contents and rubbish (that were not present at the start of the occupancy) from the Accommodation and return all keys. LSE will use its reasonable endeavours to inform You of anything found. If these are not removed as soon as possible, then LSE will have the discretion to store these or dispose of them as LSE sees fit. You will be responsible for any charges that may be incurred as a result.

## **34. PROHIBITED & RESTRICTED ITEMS**

There are a number of items prohibited or restricted for use in the UK which may be everyday items in other countries. For the most current listing of these items, please review UK Customs website.

## **35. GENERAL INFORMATION**

### **35.1 LIABILITY**

- a) The LSE does not accept liability for loss or damage to property brought on to premises;
- b) The LSE excludes all legal liability for any loss arising because of fires, flood, strike or other occurrences over which the LSE has no control, which may cause the Hall to be closed (temporarily or permanently) or the provision of Accommodation to be interrupted or cancelled;
- c) The applicant shall be liable for and shall indemnify and hold harmless the LSE and its Officers in respect of any loss, damage or personal injury consequent upon the use of the LSE premises by members of his/her party/guest or by any other person at the Room by reason of the use thereof by the applicant.
- d) You shall indemnify and hold the LSE harmless from and against any costs, claims, proceedings, losses or expenses whatsoever arising from any breach of these Terms and Conditions.
- e) For the avoidance of doubt, nothing in these terms and conditions should exclude or restrict liability for death or personal injury resulting from negligence or from fraudulent misrepresentations or other circumstances where liability may not be so limited under any applicable law.

## **36. INSURANCE**

You are covered for basic contents (see here: <https://www.cover4insurance.com/insurance-products/block-halls/lse> for more information). You may extend your coverage or seek coverage for your travel to and from the LSE Accommodation.

## **37. NOMINATED AGENTS**

If the booking is made by an agent, or any other person acting on your behalf, the agent is agreeing to these terms and conditions on your behalf.

### **38. EQUALITY STATEMENT**

LSE seeks to ensure that people are treated equitably, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, sexual orientation or personal circumstances.

### **39. COMPLAINTS AND DISCIPLINARY MATTERS**

In the event that you are dissatisfied with a service or facility in your Room or in the hall, then please ask for the Front of House Manager at the Reception desk. Reporting it directly to us during your stay gives us an opportunity to put things right for you.

Should you have any comments or feedback on your booking with LSE Residential Services, please feel free to contact [residencesandcatering.complaints@lse.ac.uk](mailto:residencesandcatering.complaints@lse.ac.uk). You should also review the LSE [Accommodation Service Charter](#) [PDF].

You agree to abide by the LSE Disciplinary procedure for Students:

<https://info.lse.ac.uk/staff/services/Policies-and-procedures/Assets/Documents/disProStu.pdf>.

If any misconduct is discovered or disclosed/reported to us in relation to your behaviour and/or your use of the Room/ Accommodation, then the matter will be referred to the Summer School Office and may be considered under the School's disciplinary procedure. LSE will also have the discretion to terminate your booking with Us in accordance with Clause 5.

### **40. GOVERNING LAW**

These Terms and Conditions and any booking accepted in accordance with them, are governed by the laws of England and Wales and the Courts of England and Wales shall have exclusive jurisdiction.

END

Version 3 – 2 April 2020