



## **Terms and Conditions for guest rooms in Clare Hall accommodation**

We look forward to welcoming you to Clare Hall  
When you complete your booking you are entering into a legally-binding agreement with us.  
Please read our booking 'Terms and Conditions', below:-

### **Arrival and Departure:**

Check in is available from 2pm (14.00hrs) to 11pm (23.00hrs) on the day of arrival.  
Check-in times outside of those specified must be confirmed with the Accommodation Officer prior to arrival.  
We ask that you please vacate your room by 10.00am (10:00hrs) on the morning of departure so that we may service the rooms for guests arriving after you depart.  
There is limited space for left-luggage, but please ask at the Porters' Lodge. If it is possible, they will advise you.

### **Payment:**

Payment may be made over the phone prior to arrival, by calling (+441223) 332360. Alternatively, payment should be made **on arrival**, when you check-in, by cash or card at the Porters' Lodge.  
Residence may only be taken up once payment has been received.  
Please note; we no longer accept American Express credit cards or personal/business cheques.

### **Cancellation by the Guest:**

In the event of a cancellation, up to 14 days prior to the scheduled date of arrival, no charge will be made. If you cancel your reservation within 14 days of the scheduled date of arrival, a cancellation charge of 30% of the booking value will be made.  
If you cancel your reservation within 24 hours or less of the scheduled date of arrival, the full charge of the booking value will be made.

### **Cancellation by Us:**

Should it become necessary for us to cancel a booking we will contact you immediately.  
Any payments made will be refunded in full.  
Should you wish us to, we will attempt to book you into another local accommodation provider (College or B&B) with a similar standard.  
Should that establishment be more expensive than Clare Hall, we will pay the difference for the first night of your stay.  
Our liability will not extend beyond these conditions.

### **Car Parking:**

We do have some College parking which may be available for guests.  
The parking-charge is £5 per night and should be booked by emailing; [accommodation@clarehall.cam.ac.uk](mailto:accommodation@clarehall.cam.ac.uk).  
Please note; Cars are parked in College parking at the owners' risk. The College accepts no liability for any loss, damage or theft.

### **Change of Room:**

If a booking is taken for a particular room and we subsequently find that this room is required to meet the specific needs of another guest, or it is rendered unusable due to circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

**Damage and Breakages:**

Guests are responsible and liable for any breakages or damages which they cause to the accommodation or its contents. Please report these as soon as they occur, to the Porters' Lodge.

We do not normally charge for breakages, but we reserve the right to charge for repair or making good if the damage is significant.

**Meals:**

We do not provide breakfast with our rooms, however we do have a breakfast-bag service which can be booked with [accommodation@clarehall.cam.ac.uk](mailto:accommodation@clarehall.cam.ac.uk) or with the Porters' Lodge.

If you wish to dine at lunchtime or dinnertime in College you may do so on a week day, but the Dining Hall is closed at weekends.

To dine at College you will first need to buy a dining-card from the Porters' Lodge.

Dining cards are £15 each and this will buy you either a 3-course lunch or a 3-course dinner in our Dining Hall. Dining-cards may be paid for in cash or by credit/debit card.

Please note that dining-cards cannot be refunded if not used.

Once you have used the value on your card, please return it to the Porters' Lodge, as they are re-usable.

On Wednesday evenings, the Dining Hall is only open for College members when our Formal Hall dining takes place.

We are a working College and there may be other College members'-only events taking place from time to time that will mean that visitors are unable to dine at College.

Please ask at the Porters' Lodge for details of any restrictions to dining that may apply before you purchase your dining-cards.

**Keys:**

You have access to the building and your room 24 hours a day throughout your stay, using a set of keys given to you when you register on arrival.

You have full responsibility for these keys for the duration of your stay. Lost keys will be charged at £20.00 per set.

**Liability:**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment.

**Lost Property:**

We are happy to return items that have been left following departure. However, there will be a minimum charge of £10.00 to cover postage and packaging.

**Pets:**

Pets are not permitted in College, although well-behaved assistance-dogs are welcome. Please advise us when booking if you plan to have an assistance-dog with you during your stay.

**Prices:**

We review our prices periodically and reserve the right to change our prices at any time. This does not affect bookings already made.



# CLARE HALL CAMBRIDGE

**Smoking:**

Smoking is NOT permitted within any part of Clare Hall.

Please note that offending guests may be asked to leave immediately and may be liable for professional cleaning of any rooms and any outstanding balance of nights booked but not taken through early departure.

**Termination Policy:**

Clare Hall reserves the right, at its discretion, to terminate, without notice, an individual's stay where deemed necessary through unacceptable behaviour or as a result of actions which are likely to endanger or offend others. (Please note that non-compliance of our non-smoking policy may result in termination).

In such circumstances no refunds will be given and any outstanding account must be settled.

**VAT:**

All published rates are inclusive of VAT at the current rate.

**Wi-Fi Access:**

By using our Wi-Fi Service you automatically agree to the 'Terms and Conditions' of use in force at the time.

**We reserve the right to amend these 'Terms and Conditions' at any time.**