



# Clare Hall Cambridge

## *Terms and conditions for guest rooms and short stays (less than 3 months) in College accommodation*

We look forward to welcoming you. When you make your booking you are entering into an agreement with us. Please read our terms and conditions of booking below.

### **Arrival and Departure**

Check in is available from 2pm (14.00hrs) to 9pm (21.00hrs) on the day of arrival. Check-in times outside of those specified must be confirmed with us prior to arrival.

We ask that you please vacate your room by 10.00am (10:00hrs) on the morning of departure so that we can service the rooms for guests arriving after you leave. There is limited space for left luggage, but please ask at the Porters' Lodge and if it is possible, they will advise you.

### **Reservations**

Please note the cancellation policy before committing to a reservation.

In order for us to confirm a booking, your credit/debit card details are required to make the payment and to secure your booking. Payment will be taken over the phone or if you are booking at the Porters' Lodge, payment can be taken at the desk there. All bookings are paid for at the point of booking.

### **Payment**

Payment is due when booking your room. You will be asked to provide a contact number for us to call you to take your payment with a credit or debit card. If you are local and wish to pay at the Porters' Lodge when booking, we will also accept cash. We no longer accept cheques.

### **Cancellation by the Guest**

We are a small college and cancellations can have a big impact on us, especially if we have turned away potential guests in favour of someone who has already booked and who then cancels. We do, however, appreciate that unforeseen circumstances can intervene, and we try to be as sympathetic and as helpful as possible in such cases.

**1. Cancelling bookings of between 1 and 14 nights**

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.

**2. Cancelling bookings of between 15 and 30 nights**

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 50% of the booking value will be made.

**3. Cancelling bookings of 31 nights or more**

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 one month's rent for that accommodation unit will be made.

Guests failing to arrive, without notification, will be responsible for a charge equivalent to the total reservation price.

We take all bookings in good faith, as we are unable to judge reasons for change, cancellation, or non-arrival. For this reason, guests are politely reminded that no exceptions to the above conditions will be made and that any bookings made with Clare Hall for accommodation, meals or drinks that are pre booked (verbal or written) forms a legally binding contract. For this reason we advise that you take out a suitable insurance product to cover against unexpected costs such as cancellation fees.

### **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 to, we will attempt to book you into another local accommodation provider (college or B&B) with a similar standard to ours. 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**

Cambridge parking is limited and expensive. We do have some parking for guests who request parking at the time of making a reservation. Parking is charged for at £5 per night. Cars parked here are the owners' risk.

### **Change of Room**

If a booking is taken out for a specific room and the room reserved is required to meet a specific guest needs or rendered unusable via circumstances beyond our control, we reserve the right to transfer the booking to an alternative room of similar quality.

### **Damage and Breakages**

Please take care of our college. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. 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. If you wish to dine at lunchtime or dinnertime in college you may do so on a week day, but the café is closed at weekends. To dine at college you will need to buy a dining card at 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 café. Dining cards can be paid for in cash or by credit/debit card. Our café does not accept cash or debit/credit card payments. 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 and we will be able to use this again for other guests. On Wednesday evenings dining 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.

## **Missing Items**

We reserve the right to charge for missing items.

## **Pets**

Pets are not permitted in college. 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 reserve the right to change our prices at any time. This does not affect bookings already made.

## **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 reserve the right, at its discretion, to terminate, without notice, an individuals 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.***