



LANCASTER UNIVERSITY GUEST BEDROOMS  
TERMS AND CONDITIONS

June 2024



## 1. Introduction

1.1 When making an accommodation booking with us via our digital channels (such as our website or on a thirdparty vendor), telephone, or email, these terms and conditions will apply. A reservation of ten rooms or more for the same night is considered a group booking and different terms and conditions will apply.

## 2. Reservations

2.1 You must be at least 18 years old to make a reservation. You must be at least 18 years old to stay alone in our bedrooms. If a guest arrives at our reception to check in and is under 18 years of age the guest will not be permitted to stay alone.


2.2 We will confirm our acceptance of your reservation by sending an email to each guest's email address that you provide during the reservation process, which includes a reservation number.

2.3 You must ensure that the name and contact details on the booking is correct at the time of booking. You must provide us with the contact information for the lead booker including name, telephone number, and email address

2.4 You are responsible for ensuring that each person who stays in the accommodation under your booking, even if you make a booking for someone else's benefit and don't stay yourself, complies with these terms.

2.5 You must be able to show photo identification (a driver's license, passport, or national ID card) or the credit or debit card used to make your booking if requested by Lancaster Conferences and Events+ at any time.





8.5 While staying in our accommodation you must not:

- a. Smoke anywhere inside the guest room premises or outside the entrances. This includes the smoking of cigarettes. Permitted smoking areas will be identified on-site. Smoking inside the guest room premises will result in a £200 fine, which is used for specialist cleaning.
- b. Bring any pets except for assistance dogs. Please ask a member of staff for the University policy on assistance dogs.
- c. Bring any potentially dangerous or hazardous materials or equipment.
- d. Use any electrical equipment that is not already provided by Lancaster Conferences and Events+, which may set off the fire alarm system.
- e. Tamper with the fire alarms or emergency equipment.
- f. Remove, damage, or destroy any property.
- g. Play loud music which would disturb other guests on the premises.

8.6 If you or your group cause damage or loss of any kind to the accommodation, you (as the person making the booking) will be responsible for that damage or loss and you will be liable to pay to Lancaster Conferences and Events+ the amount required to make good or remedy such damage or loss.

8.7 During busy periods (for example Graduation or vacation time), the accommodation that will be allocated to your booking can be either a guest room or a student room and you will be informed at the time of booking.

## 9. Car parking

### 9.1