



TERMS AND CONDITIONS FOR ACCOMMODATION BOOKINGS

The objective of these terms and conditions

It is important for you and us to understand clearly, when you make a booking with us, who is responsible for what. This document sets out which responsibilities lie where. This Contract is between us and you, not any other person or organisation that you may book rooms, meals or facilities for. You accept responsibility for paying all charges, including any extra charges, arising under this Contract.

Definitions

'The College' and 'we' or 'us' and 'our' means Robinson College and Robinson College Enterprises Limited, Grange Road, Cambridge CB3 9AN. 'The Client' and 'you' and 'your' means the person responsible for making the booking and for payment for the accommodation and/or the person resident in the accommodation. The 'Contract' means the agreement between the College and the Client for a specific booking. These Terms and Conditions will form part of the Contract, together with any other terms stated in the Contract.

Confirmation of your booking

- 1) On receipt of your booking an email will be sent to you confirming your booking and attaching these terms and conditions which will form a Contract between us.
- 2) Full payment will be taken at the time of booking using the credit card details supplied by you.

Cancellation by You

- 3) In the unfortunate circumstances that you have to cancel or partially cancel your booking:
 - a) Up to 29 days prior to your arrival date, we will refund to you any payments made.
 - b) Between 28 days and 8 days prior to your arrival date, our cancellation charge is 75%. Therefore we will refund up to 25% of any payment made.
 - c) No refund will be provided for cancellation within 7 days of arrival date.
- 4) Any cancellation or partial cancellation should be advised to our Conference Office by email conference@robinson.cam.ac.uk
- 5) No refunds will be provided in the case of non-arrival.

Amendments or Cancellation by Us

- 6) Should we, for reasons beyond our control, need to make any amendments to your booking, we reserve the right to offer alternative facilities.
- 7) Our acceptance of your booking is on the understanding that circumstances beyond our control may prevent us from meeting our obligations at the relevant time in which case we will not be liable for any loss suffered by you or any third party.
- 8) We may cancel the booking
 - a) If the booking might, in our opinion, prejudice our reputation.
 - b) If we become aware of any significant alteration in your financial situation.

Arrival/Departure

- 9) Bedroom accommodation is available from 12.00 noon on the day of arrival, and must be vacated by 09.30 am on the day of departure, unless specific alternative arrangements have been agreed.

Charges and Payment

- 10) All charges for accommodation include VAT at the current rate.

General

- 11) All bookings are non-commissionable to hotel booking agents.
- 12) The College will NOT accept bookings which include children younger than 16 years of age.
- 13) No animals or pets of any kind, except guide dogs, are allowed on our premises.
- 14) In no circumstances will we accept any responsibility for the loss or damage to any property including any film, video or audio/visual material, or to motorcars.
- 15) The costs of repairing any damage to our property, contents or grounds caused by the Client must be met by the Client. This may include the cost of special cleaning.
- 16) Our insurance covers Public Liability claims where we are held liable.