

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 and the person who makes use of our facilities (if different). 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 or 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 (as applicable). 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. Robinson College may at its sole discretion agree to you making an accommodation booking on a provisional basis, through the College web B&B booking page, directly with the College Conference Office or through a third party intermediary. The booking will remain provisional until it is confirmed in writing. You may cancel a provisional booking at any time without penalty.
2. On receipt of your booking request an email will be sent to you confirming your booking and attaching these terms and conditions which will form a Contract between us.
3. Full payment will be taken at the time of booking using the credit card details supplied by you. Your booking will be treated as confirmed once payment has been made.

Amendments or Cancellation by You

4. 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, less an administration fee of £15.00 plus VAT.
 - 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, less an administration fee of £15.00 plus VAT.
 - c) No refund will be provided for cancellation within 7 days of arrival date.
5. Any cancellation or partial cancellation should be advised to our Conference Office by email conference@robinson.cam.ac.uk
6. We reserve the right to levy an administration fee of £15.00 plus VAT to cover the cost of other amendments, e.g. name change.
7. No refunds will be provided in the case of non-arrival.

Amendments or Cancellation by Us

8. Should we, for reasons beyond our control, need to make any amendments to your booking, we reserve the right to offer alternative facilities or to cancel and refund your booking.
9. 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 reserve the right to offer alternative facilities, where appropriate, or to refund your booking..
10. We may cancel a booking if the booking might, in our reasonable opinion, prejudice our reputation, or if we become aware of any significant alteration in your financial situation in which case we will refund you any monies paid up to the time of cancellation.

Arrival/Departure

10. Bedroom accommodation is available from 13.00hrs on the day of arrival, and must be vacated by 09.30hrs on the day of departure, unless specific alternative arrangements have been agreed.

Charges and Payment

11. All charges for accommodation include VAT at the 20% rate.
12. Full payment will be taken at the time of booking using the credit card details supplied by you.

Liability

13. We do not accept liability for any damages or losses except for personal injury or death caused by our negligence. Our liability to you shall under no circumstances exceed the amount actually paid in respect of your booking. We do not accept any liability for loss or damage of an indirect or consequential nature, loss of profits, goodwill or opportunity.

14. Guests are reminded that they are responsible for safeguarding and insuring their own property. Guests are also responsible for ensuring that doors are securely locked and windows securely fastened on leaving their rooms. The College accepts no liability, howsoever caused, whether resulting from a want of care on the part of the College or otherwise, for any loss of or damage to the property of guests who are staying in any premises owned or managed by the College.
15. You must reimburse to us the costs of repairing any damage to our property, contents or grounds caused by you or any of your party. This may include the cost of special cleaning.
16. 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.
17. Our insurance covers Public Liability claims where we are held liable.

General

18. All bookings are non-commissionable to hotel booking agents.
19. The College will not usually accept bookings which include children younger than 16 years of age. Advance booking/notice must be given to us if, by exception, parents need to bring their children to stay with them in College on an ad hoc basis. The behaviour and well-being of such children must be adequately supervised by their parents. Should parents be unable to correct any aspect of poor behaviour by their children, we reserve the right to terminate the family's stay. Should this occur, no monies will be refunded and we may charge for the entire cost of that stay termination notwithstanding. The Conference Manager's decision is final.
20. No animals or pets of any kind, except guide dogs, are allowed on our premises.
21. Should you or any of your party be unable to correct any aspect of poor behaviour or activities unacceptable to us, including smoking in bedrooms, we reserve the right to apply appropriate charges and/or to terminate their/your stay. If this occurs, no monies will be refunded to you. The Conference Manager's decision is final.
22. Most food preparation takes place in our main kitchen where there is exposure to all of the prescribed allergens. You agree to advise delegates, staff, guests and other attendees accordingly and to request from them notification of any food-based allergies they may suffer. You acknowledge that without such information, we may not be able to provide food for such delegates to consume. We give no undertaking of any kind to produce allergy-safe food where we have not been given sufficient advance notice (7 days) of the requirement. You should also be aware, and you further agree to be responsible for so notifying delegates, staff, guests and other attendees, that our kitchen does not contain "isolation areas" and, while we will use all reasonable endeavours to provide food that does not contain any of the allergens that have been identified and notified to us in respect of specific individuals, we cannot give any undertaking of a level of clinical food preparation conditions that would provide an absolute guarantee of total safety from any allergen contamination.
23. These Terms and Conditions may be amended, revised or updated by us from time to time.
24. Any images shown on our website are for illustrative purposes only and are only examples. Your actual accommodation may vary from the images shown.
25. If you require accessible facilities (wheelchair use, visual or hearing impairments) you must specify this on making your booking. We have a limited amount of accessible accommodation available. We make every effort to accommodate all of our guests, but should suitable accommodation not be available we may at our sole discretion decide to cancel your booking and refund any monies paid. We will only do so where you have specified a requirement which we are unable to meet.
26. This contract shall be governed by and construed in all respects in accordance with the laws of England and the parties hereby submit to the exclusive jurisdiction of the English Courts.

END. UPDATED SEP 2016.