

Terms & Conditions

1. Bookings for furnished accommodation are accepted for holiday lettings only and do not entitle clients to extend their stay beyond the dates agreed.
2. The number of people staying must not exceed the stated capacity of the room, except by prior arrangement with QMUL.
3. Rooms will be available from 14:00 on the day of arrival and must be vacated by 10:00 on the day of departure.
4. The accommodation will be cleaned weekly and bed linen and towels are fresh on arrival. The persons occupying the room shall read and comply with safety instructions displayed in each room. They shall respect the equipment provided for their safety, paying particular attention to any fire protection and warning systems. Safety equipment is for use only in emergency. Deliberate misuse will be penalised.
5. All clients who shall occupy the accommodation and use QMUL facilities shall do so at their own risk. QMUL does not accept any liability for personal injury, or loss or damage to property (including motor vehicles), however arising, unless QMUL or its staff has been negligent.
6. The person occupying the accommodation shall be liable for any misuse of, or loss or damage to QMUL property, with the exception of fair wear and tear. Payments or replacement of lost or damaged articles shall be made before departure.
7. Clients are advised to obtain holiday insurance.
8. Cancellation of a booking must be made in writing, and shall be effective on the date that written notice is received by QMUL. QMUL will retain or charge the owing amounts to cover the QMUL's reasonable costs and losses where the Client cancels their stay as follows (N.B. QMUL is unable to offer a transfer of funds to a new booking, or issue a credit for cancelled bookings, before or after check-in):

8.1 Notice Period	Your refund
From time of booking to 8 weeks prior to stay	100% refund
1 to 8 weeks prior to your stay	50% refund
Less than 7 days prior to your stay and after check-in	No refund
9. We regret that pets are not allowed.
10. If you lose your keys and/or access card whilst staying on campus there will be a charge of £50.00 for replacement keys and £10.00 for replacement access cards.
11. The person occupying the room shall act in a proper and orderly manner, with due consideration for other users or residents of QMUL, and will comply with any reasonable request made by QMUL staff.
12. QMUL regrets it cannot accept unaccompanied young people under the age of 18 years.
13. Persistent or deliberate failure to comply with reasonable terms and conditions will result in the immediate cancellation of the remainder of the booking.