



Residential Services

"Agreeable accommodation in a friendly environment at affordable prices"

2005 BOOKING FORM - UCL ACCOMMODATION

Please complete this form in block capitals, and return it to the Residence where you wish to make a reservation, along with the 25% deposit. Please note that all cheques should be drawn on a UK bank and be made payable to UCL.

TYPE OF ACCOMMODATION REQUIRED: SELF CATERING/BED & BREAKFAST (Please delete)

Please note that not all types of accommodation are available at every Residence

NAME: (Prof/Dr/Mr/Ms) _____

ADDRESS: _____

TELEPHONE NO: _____

EMAIL ADDRESS: _____

RESIDENCE NAME _____

ARRIVAL DATE: _____

DEPARTURE DATE: _____

NO. OF PEOPLE: _____

NO. OF SINGLE ROOMS: _____

NO. OF TWIN ROOMS: _____

COST PER/NIGHT (per/person): £ _____

NO. OF BEDNIGHTS: _____

DEPOSIT REQUESTED: £ _____

EXPECTED TIME OF ARRIVAL: _____

PASSPORT NO (if outside UK): _____

Office Use Only	
Acknowledged:	_____
Deposit Paid	£ _____
Receipt No:	SN _____
Balance to Pay:	£ _____
Balance Paid:	£ _____
Receipt No:	SN _____
Extension:	£ _____
Receipt No:	SN _____
Entered:	<input type="checkbox"/> (Date) _____
Confirmed:	<input type="checkbox"/> (Date) _____
Arrived:	<input type="checkbox"/> (Date) _____

Note: (if booking is less than 6 weeks in advance, 100% of payment is required)

*I hereby acknowledge that the above details are correct, and I confirm that I accept the contract according to the terms and conditions stated.
Please charge my credit/debit card as below:*

Signed
(On behalf of client)

Print Name

Date

I hereby confirm this booking on behalf of UCL, and the contract according to the terms and conditions stated overleaf

Signed
(For and on behalf of UCL)

Print Name

Date

Payment Details - Payment can be made as detailed below:

(i) By cheque (made payable to "UCL"), or travellers cheques in pounds sterling, sent to the Residence

(ii) By debit card - Switch/Solo/Visa Electron - print number and expiry details below

(ii) By credit card - Visa/Mastercard/Maestro - print number and expiry details below

Note: For UK issued Switch cards please include the issue number.

Card No: _____ Valid From: _____ Expiry Date: _____ Issue No: _____

How did you hear of Residential Services at UCL?							
UCL <input type="checkbox"/>	Advert/ <input type="checkbox"/>	Smooth <input type="checkbox"/>	Venue <input type="checkbox"/>	Previous <input type="checkbox"/>	Staff/ <input type="checkbox"/>	UCL <input type="checkbox"/>	Web <input type="checkbox"/>
Conference	Publication	Hound	Masters	Stay	Student	Alumni	Recommendation <input type="checkbox"/>

Terms and Conditions

1. An accommodation booking is not confirmed until the deposit has been paid and the contract signed by both parties.
2. Where breakfast has been booked, it is either a full English, or a Continental breakfast. Evening meals may be available at the catered Residences, on the purchase of a meal ticket. If interested, please enquire at Reception on arrival.
3. Rooms will be serviced and linen changed on a weekly basis only. There will be no daily inspection of rooms. Any problems will be dealt with on a request basis.
4. We will supply a constant supply of electricity, gas, lighting and hot water subject to our control. If there is any reason for outside bodies to disconnect services for any reason beyond our control (repairs etc.) then we cannot be held liable for the loss of supply or service.
5. The office and office services of the nominated Residence will not be available to the Client's staff, guests or officers. Charges for any extra services provided by UCL, and confirmed by the Client's officers and not already specified in this document will remain the responsibility of the Client.
6. Reception is not manned 24 hours per day. An on call emergency service will be provided outside of our normal office hours.
7. **Booking Conditions and Cancellation Policy:-**
Instructions, changes to the booking and cancellations will only be accepted in writing from the Client's nominated officer, who is specified overleaf.

Cancellation Policy:

Up to six months prior to arrival:	25% of total
From six to three months prior to arrival:	50% of total
From three months to six weeks prior to arrival:	75% of total
Less than six weeks prior to arrival:	Full amount

Please note that the deposit is non-refundable

Any changes in group numbers need to be notified to UCL in writing as soon as possible by the nominated Clients officer. We reserve the right to charge for the full numbers given, or the appropriate cancellation charges if we are not so informed.

UCL reserves the right not to accommodate additional numbers to this agreement unless we have agreed in writing to do so, received written authority from the Client, and have confirmed availability.

8. The Client must abide by all UCL and Hall regulations, especially relating to noise and safety policy. The Client is responsible for any damage caused by their failure to do so, and will indemnify UCL for any damage or vandalism so caused.
9. The Client remains responsible for the control and behaviour of their group whilst on UCL premises. UCL retains the right to ask any visitor to leave UCL premises should their behaviour cause, or may cause disruption or distress to either staff, other visitors, student residents or members of the general public without compensation.
10. UCL may charge an out of hours call out charge should its staff or designated officers have to attend any incident not considered an emergency, i.e. noise, disruption, false actuation or tampering with fire alarms or other safety equipment etc. caused by the Clients customers.
11. UCL does not accept responsibility for the loss or damage to personal property of staff or customers of the Client however caused. All customers of the Client should have adequate personal insurance.
12. Complaints and maintenance matters should be notified to the office as soon as possible, and will be dealt with by UCL staff or nominated suppliers. Complaints notified to the Management should be made in writing within 7 days in order for constructive action to be taken.
13. Unaccompanied children under 12 years of age will not be allowed in UCL residences for safety reasons. All visitors should be able to prove their age by the production of official ID or a passport. Unaccompanied children under 12 years of age discovered on site will be asked to leave within 48 hours, and will remain the responsibility of the Clients staff until such time as they leave. Children between the ages of 12 and 16 years of age should be accompanied by a responsible adult at all times whilst on UCL premises. UCL will not accept responsibility for the safety of any unaccompanied child.
14. Rooms are nominated for single occupancy only, unless stated otherwise, and customers found breaching this regulation, or sub-letting will be asked to leave the residence without compensation.
15. Bedrooms are available from 2pm on the day of arrival, and must be vacated by 10am on the day of departure. UCL reserves the right to charge the Client for extra nights if rooms are not fully vacated and ready for servicing by that time.
16. Common room facilities in the nominated Residence will be available to the Clients customers, subject to local arrangement. The Computer room is not available to the Clients.
17. UCL undertakes to provide information to all residents of the nominated Residence regarding House rules and fire regulations. All customers are expected to abide by the House rules and regulations, and to make themselves aware of fire escape routes and attend fire drills when undertaken by UCL designated staff
18. UCL retains the right to cancel any part of this agreement due to:- War, famine, earthquake, pestilence, fire, flood, Act of Government or any other Acts of God which would render the building uninhabitable, without penalty.

Payment Conditions

UCL would require a deposit of 25% of the total to book (this deposit is non-refundable on cancellation)

UCL would require payment of the balance six weeks before arrival.

Any balance outstanding, or any additional charges to the Clients account would need to be settled before departure

Notes

- In any advertising of UCL facilities that the Client undertakes it shall be stated that UCL is in no way sponsoring or approving academically the occasion for which the accommodation is being reserved. Failure to observe this condition may lead to the cancellation of the reservation by UCL, or the termination forthwith of any services by UCL if occupation has already commenced and any deposit and/or advance payment paid will be forfeited.
- This agreement does not make either party the agent of the other.
- UCL Residential Services reserves the right to modify or vary any of the Terms and Conditions of Hire.
- Where necessary only English Law is deemed to apply to this agreement.