

## STANDARD TERMS AND CONDITIONS FOR THE PROVISION OF ACCOMMODATION

### 1. DEFINITIONS

1.1 When the following words with capital letters are used in these Conditions, this is what they will mean:

**"Accommodation"** the overnight accommodation we provide to You in accordance with these Conditions

**"Booking"** a booking which has been confirmed by Us (as described in **Condition 2.6**) for the provision of Accommodation as set out in Your reservation request

**"CEL"** Chichester Enterprises Limited (company number 5162778) whose registered office is at Bishop Otter Campus, College Lane, Chichester, West Sussex PO19 6PE

**"University"** the University of Chichester (company number 4740553) whose registered address is College Lane, Chichester, West Sussex, PO19 6PE

**"We"** CEL and **"Our"** and **"Us"** will have the same meaning

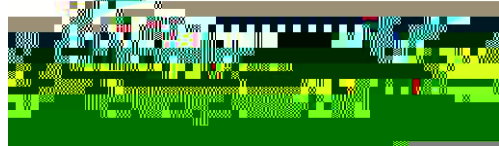
**"You"** the individual submitting the reservation request and who will have responsibility for the Booking

### 2. OUR CONTRACT WITH YOU

2.1 These Conditions are the terms and conditions on which We supply Accommodation to You and all guests named on the Booking.

2.2 Bookings can be made with the Conference Office by telephone using the details in **Condition 13** or by using the online reservation system at <https://rooms.chi.ac.uk/>.

2.3 By submitting a reservation request to Us in accordance with this **Cy**



- 2.4 Bookings for groups of 10 or more should be made by contacting Us at our Conference Office using the details in **Condition 13**. For group bookings of 10 or more guests, We require You to be resident at the Accommodation for the duration of the Booking.
- 2.5 When You submit Your reservation request to Us, this does not mean We have accepted Your reservation request. Our acceptance of Your reservation request will take place as described in **Condition 2.6**.
- 2.6 When Your reservation request has been received and processed by Us, We will:
- 2.6.1 subject to availability, issue a confirmation of your reservation request which will be sent to You by email using the email address that You have supplied during the reservation process or by post to the address provided during the reservation process where such reservation request was made by telephone; and
  - 2.6.2 deduct the full cost of Your Booking from Your credit or debit card, details of which You have provided at the time of submitting Your reservation request to Us.

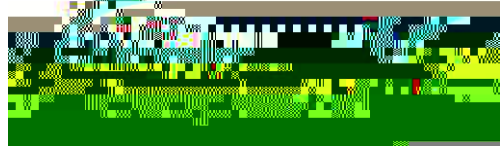
**These Conditions will become binding on You and Us when We send You confirmation of Your Booking as described in this Condition 2.6 and a contract will come into existence between You and Us.** You should retain a copy of this confirmation for Your reference.

- 2.7 Please ensure that You read these Conditions carefully and check the details of Your Booking as soon as You receive it. If You think there is a mistake or require any changes, please contact Us immediately to discuss. We will confirm any changes in writing to You to avoid any confusion between You and Us.
- 2.8 We will always endeavour to rectify any inaccuracies in Your booking. We cannot accept liability for any inaccuracies that are not brought to Our attention within seven days of Our confirmation of Your Booking, nor can We accept responsibility for inaccurate information that You have supplied.
- 2.9 If We are unable to provide You with the Accommodation, We will inform You of this immediately for requests using the online Booking System and within one working day for requests made over the telephone. We will not process Your reservation request.

### **3. CHANGES TO YOUR BOOKING**

- 3.1 If You wish to make any changes to Your Booking, please notify us by telephone or in writing by post or by email as soon as possible using the details in **Condition**



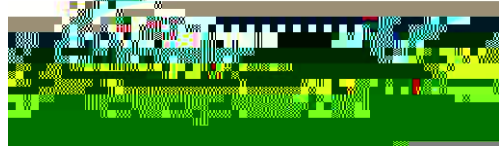


5. **OUR RIGHTS TO CANCEL**

5.1 We may cancel Your Booking at any time with immediate effect by giving You written notice if:

5.1.1 You do not pay Us when You are supposed to as set out in **Condition 8**;  
or

5.1.1 We consider the behaviour of You or any of Your guests at the Accommodation to be unacceptable or may damage y do



- 6.3 You must ensure that You and Your guests act in a responsible manner with due consideration to other guests at the Accommodation and staff, students or visitors at the Accommodation or the University.
- 6.4 If You or any member of Your party has a medical problem or disability which may affect Your or their stay, please let Us know at the time of submitting Your reservation request or as soon as possible after confirmation of Your Booking so that We can make provision for those particular needs or advise if We are unable to make such provisions. If You have notified Us of the medical condition or disability at the time of submitting your reservation request, You will be entitled to cancel Your Booking free of charge if We are unable to make appropriate provision for Your need.
- 6.5 No animals will be permitted at the Accommodation or in the grounds or common areas of the Accommodation save for trained assistance dogs.

## 7. ARRIVALS AND DEPARTURES

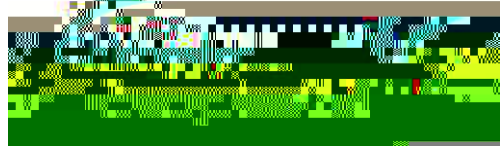
- 7.1 Rooms are available from 3pm on date You arrive. Please let Us know if Your arrival time will be later than 9:30pm on the date of arrival.
- 7.2 Rooms must be vacated by 10am on the date of Your departure. If You do not leave Your room by this time We may charge You a late check-out charge which will be the daily room rate for Your room as at the date of check-out.
- 7.3 We may charge You up to £25 per key for any keys that You do not return to Us at check-out.

## 8. PAYING FOR YOUR BOOKING

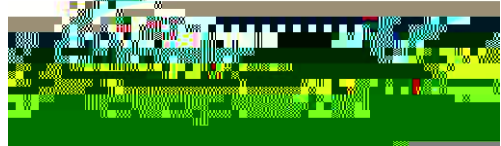
- 8.1 Accommodation will be paid for upon confirmation of Your Booking as set out in **Condition 2.6**. No deduction will be made from Your credit or debit card until We confirm Your Booking. You will not be permitted to check in at the Accommodation unless full payment has been received. Room prices are per room, per night and are inclusive of value added tax. Breakfast is included in the room price.
- 8.2 Unless We confirm otherwise as part of Your Booking, additional items or incidentals such as (but not limited to) internet access are not included in the price of Your stay. If You incur any additional costs during Your stay, You will need to settle these costs prior to Your departure.

## 9. HEALTH AND SAFETY

- 9.1 You and others named in Your Booking must not use the Accommodation for any activities which are or could be dangerous, offensive, noxious, illegal or immoral



or cause a nuisance to Us or the University, or Our employees, agents, students, visitors or any other person at the University



11.2 We do not exclude or limit in any way Our liability for:

11.2.1 death or personal injury caused by Our negligence or the negligence of Our employees, agents or subcontractors;

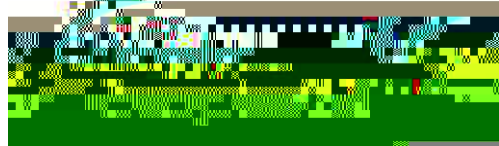
11.2.2 fraud or fraudulent misrepresentation;

11.2.3 any matter which cannot be excluded or limited as a matter of law.

## 12. **EVENTS OUTSIDE OUR CONTROL**

12.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of Our obligations under these Conditions that is caused by an Event Outside Our Control (which is defined in **Condition 12.2** below).

12.2 An Event Outside Our Control means any act or event beyond Our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, ter



give You notice in writing, We will do so by e-mail, by hand, or by pre-paid post to the address You provide to Us in the Booking.

#### **14. DATA PROTECTION**

14.1 We will collect various personal data about You in the course of carrying out Our business and/or fulfilling its obligations to You under these Conditions.

14.2 Personal data is information which relates to You and which can identify You as a living individual, on its own or when combined with other information We hold. Common examples of personal data which may be collected about You and used by Us in Our day to day business activities include: full name; address; contact telephone number(s), email addresses; and/or Your communications with Us.

14.3 We collect personal data from You and all guests named on the Booking to establish and manage the services We provide to You. We may collect Your personal data through details which You submit via the internet, in person, over the telephone, or email as You use Our services.

14.4 We may process Your personal data for the following reasons:

14.4.1 administering Your request for and providing You with the Accommodation;

14.4.2 processing Your payment for the Accommodation; and/or

14.4.3 compliance with legal, regulatory and other good governance obligations.

14.5 By using Our services in accordance with these Conditions, You will have the option to opt into Us providing You with information, by hardcopy mail, email or electronic means, about new products, promotions, special offers and other information which may be of interest to You. If You prefer not to receive such details at any point after accepting, please inform Us by contacting Us using the details in **Condition 13**.



