

Accommodation Terms and Conditions

1. Making a Booking

To place a booking with us the lead guest must be at least 16 years of age. The maximum number of staying guests per room is illustrated in the room occupancy details on the website.

Where the person making the booking is different to the lead guest taking up the occupation, the person making the booking may be held responsible for cancellation, non-arrival and damages as set-out within. Only the lead guest and the named booking party are allowed to use the property and its facilities, any third party visitors are only allowed access at our express permission.

All guests agree to respect the privacy and peace of all other staying guests, neighbours and the owners at all times. We reserve the right to cancel a booking with immediate effect if guests are not honouring this agreement or causing a disturbance / nuisance to other guests, neighbours or the owners.

2. Payment and Deposits

To secure any booking we may require a deposit to be paid in advance. Deposit payments must be 'cleared funds' before a booking can be confirmed. Deposits are only refundable under the conditions set-out here within. You will be advised on any deposit amount at the time of booking.

Full payment, or any outstanding balances for the booking must be paid on arrival to the accommodation by credit/debit card or cash. Failure to make, in full, payment on arrival will result in the reservation being cancelled.

3. Non-Arrivals and Cancellation

If you need to cancel or change your reservation, please advise Beyond Events by telephoning 01482 465341 or by e-mailing beyondevents@hull.ac.uk before 12 noon on the day before your arrival. All non-arrivals or cancellations after this time will result in any deposits or pre-payments for bookings being retained.

4. Check-in & Check-Out

Check-in is from 2pm on the day of arrival.
Check-out is by 10am on the day of departure

The reception is staffed 24 hours a day, however if you anticipate arriving after 11pm please let us know by emailing the Beyond Events Team: beyondevents@hull.ac.uk.

5. Amendments to Bookings

Amendments to bookings can be made without charge before 12 noon on the day before your arrival, subject to availability. We will advise you of any changes to the price as a result of the requested amendment. The exception to this is bookings made under any promotional, which are non-refundable and non-amendable, as detailed in the advert content.

6. Changes to Bookings by Us

Where we deem that there are reasonable commercial or operational reasons for doing so (including, but not limited to, the carrying out of works on the relevant Venue or the Venue being otherwise unavailable), we reserve the right to change the accommodation for an alternative which, in our reasonable opinion, is of equal suitability. In the event that this should become necessary, we shall use all reasonable endeavours to notify you as soon as reasonably practicable

7. Refunds

If a refund needs to be processed due to cancellation or amendment then the refund will be made to the original payment card.

8. Images

The images that are used are for illustrative purposes only. We will make every effort to be as accurate as possible, but our accommodation may vary slightly from these images.

9. Special Requests

We have some rooms that are accessible to wheelchair users and also many ground floor rooms. We will make every possible effort to accommodate your personal requirements. All rooms are subject to availability. We apologise in advance if your particular requests cannot be met.

10. Loss and Damage to Property

It is a condition of the booking that the resident guest(s) shall be held responsible for any loss of or damage to University property. The University cannot accept responsibility for loss of or damage to personal property or vehicles. Guests are advised to be most careful with regard to the security of their belongings and to ensure that accommodation and any vehicles are securely locked and no valuables left unattended.

Any lost property, if discovered and found, left behind by guests during a stay will be held for a period of 1 month. While we will make our best efforts to reunite lost property with their owners we accept no responsibility in replacing lost items and encourage guests to ensure they have all their belonging before checking-out. We may offer to post lost items via recorded delivery at the cost of the property owner, otherwise collection can be arranged.

11. Personal Injury

The University is unable to accept liability for death or personal injuries sustained by the guest/s unless proven to have been caused by the negligence of the University or its servants or agents.

12. Lost or Non-returned Keys

Failure to return your keys to the Reception on your departure day will result in a minimum charge of £25.00

13. WiFi and Internet Access

Where WiFi Internet access is provided, guests accept to use this access to the Internet fairly and appropriately. We may monitor network performance and user usage in order to maintain a fair and high level of service to all our guests.

The Internet access provided is intended for general use such as access to the world wide web, email, messaging, social media, light video / music / media streaming. It is not intended or ideally suited for heavy media streaming, online gaming, extensive downloads / uploads. Access to illegal activity or use of our network for illegal activity is not prohibited and will be reported to local authorities.

14. Smoking/Vaping

Smoking, including vaping, of any products including, but not limited to cigarettes, pipes, cigars, vapes, is not allowed in bedrooms. Designated areas are provided, and is in accordance with the Health Act 2006. Guests will be responsible for the cost of any reasonable remedial cleaning, damage or maintenance as result of smoking/vaping in non-designated areas.

15. Pets & Service Dogs

We do not accept pets throughout the accommodation, except for service dogs

16. Your Personal Details

We are required to keep a register of guests over the age of 16 who stay with us, this includes full names and nationality, and/or passport numbers, place of issue, details of next destination if they are non-British, Irish or Commonwealth guests. This is in accordance with the (Immigration (Hotel records) Order 1972). These records are kept for a minimum of 12 months and in accordance with the DPA (Data Protection Act 1998) and the GDPR (General Data Protection Regulation)

Our policy surrounding the personal details you provide as part of any booking or enquiry through this website / or third party website, including the privacy of those details are explained and set out in our Privacy Policy which you can read [here](#).