Terms and Conditions

Group Bookings

1 Introduction
A reservation of ten rooms or more for the same night is considered a group booking with Lancaster Conferences and Events+ Guest Rooms. This is for accommodation only. These are the terms and conditions that apply when you make such a reservation.

We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions applying to your reservation will be those in place on the date that you make your reservation.

2 Reservations
A. You must be at least 18 years old to make a reservation. You must be at least 18 years old to stay alone in our Guest Rooms.

B. We will confirm our acceptance of your reservation by sending you an email to the email address that you provide during the reservation process containing a provisional contract form. We require the contract to be signed and returned to us within 7 days of the email being sent. Once we receive the signed contract, the reservation is finalised.

C. If you think that there is a mistake in your reservation or if you require any changes to a confirmed reservation, please contact us to discuss.

D. At no less than 48 hours prior to arrival, you must provide a full rooming list for the group.

3 Payment
You must provide us with the contact information for the lead booker including name, telephone number and email address. Please refer to our Privacy Notice in section 9, which details the requirement for this information.

Lancaster Conferences and Events+ are supporting the NHS Track and Trace system and will require the names and contact details of all guests who are included in the group booking.
4 Room Prices

A. When you make a reservation request, we will give you a total price for the rooms and number of nights you have requested. The price you pay is the price quoted to you at the time you make your reservation.

B. We offer room only and breakfast included rates. Other meals are not included in the room price, but you may be able to add them to your reservation during the booking process or they may be available to you during your stay.

C. Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation.

5 Occupancy

A. The maximum room occupancy we offer is two adults in either a twin or double room. You must not exceed the maximum occupancy for the room allocated to you.

B. Children under the age of 18 are not permitted to stay in a Guest Room unless a parent or guardian is also staying.

C. You will need to speak directly to Lancaster Conferences and Events+ to enquire about placing a cot within the room due to the size of the room, which may have been allocated. We do not provide travel cots.

6 Paying for your room

A. For group bookings made more than 4 weeks before the scheduled date of arrival, a deposit of £10 per person is required. The details of this deposit will be contained within the provisional contract form. The deposit must be paid in full at the time of returning the signed contract to us. The outstanding balance is due at least 4 weeks before the scheduled day of arrival.

B. All payments are due in full at the time of booking for group reservations made 4 weeks or fewer before the scheduled date of arrival.

7 Cancellations

7.1 Your right to cancel

You can cancel your reservation up to 12 weeks before the arrival date of your reservation free of charge and your deposit will be refunded. Cancellations made within 12 weeks before the arrival date will incur a cancellation charge on the total booking value, as follows;

<table>
<thead>
<tr>
<th>Notice Period</th>
<th>Non-refundable Deposit</th>
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<tbody>
<tr>
<td>6 weeks to 12 weeks</td>
<td>25%</td>
</tr>
<tr>
<td>4 to 6 weeks</td>
<td>50%</td>
</tr>
<tr>
<td>2 to 4 weeks</td>
<td>75%</td>
</tr>
<tr>
<td>Less than 2 weeks</td>
<td>No refund</td>
</tr>
</tbody>
</table>
7.2 Our right to cancel

A. We may cancel your reservation if an event outside of our control (including explosions, fire, flooding, power failures and pandemics) means that we are unable to make your room available to you. In this instance we will contact you to let you know as soon as possible and proceed with the following actions;

   • If you have already paid for your room, we will refund your payment.
   • Review availability and amend the arrival dates at no extra cost, based on the number of room nights and guests remaining the same.

B. If we are obliged due to specific Government restrictions to close our guest rooms we will either offer you an alternative date or cancel the booking and you will receive a refund.

7.3) Amendments

You can add any additional nights or bedrooms to your group booking subject to availability. If the number of nights or bedrooms reduce within the above weekly periods from the reservation date, you will be subject to cancellation charges.

7.4) No shows

If you do not arrive on the scheduled date of arrival with no communication, you will be charged the full amount of the booking.

8 Lancaster Conferences and Events+ Expectations

A. Whilst staying in our Guest Rooms you must not;

   • Smoke anywhere inside the guest room premises or outside the entrances. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking inside the guest room premises will result in a £200 fine, which is used for specialist cleaning.
   • Bring any pets onto the guest room premises, with the exception of assistance dogs.
   • Bring any potentially dangerous or hazardous materials or equipment onto the guest room premises.
   • Use any electrical equipment that is not already provided by Lancaster Conferences and Events+, which may set off the fire alarm system.
   • Tamper with the fire alarms or emergency equipment.
   • Remove, damage or destroy any property.
   • Play loud music, which would disturb other guests on the premises.

B. If you or a member of your booking misplace their room key or do not return the room key upon check out, you will be subject to a fine of £50, payable direct to Lancaster Conferences and Events+.
C. If you or your group cause damage or loss of any kind to the guest rooms, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay to Lancaster Conferences and Events+ on demand the amount required to make good or remedy such damage or loss.

D. We wish to protect the health and safety of our visitors and staff, and ask that all visitors follow the current UK Government COVID-19 guidance at all times. This includes following social distancing and outdoor gathering guidance.

Please visit the UK Government Covid-19 website for further reading

9 Your information

We keep your personal data safe and secure in accordance with the GDPR policy.

Full details about how we use your information are set out in our Privacy Notice which can found by following the link.

10 Questions or complaints

If you have a question regarding your booking or wish to make a complaint, please contact our reception team by telephone or email:

- 01524 5 92899
- sleep@lancaster.ac.uk