

Lancaster Hotel & Spa Terms Definitions:

The 'Lancaster Hotel, "The University" or 'We' and 'us' means Brunel University London whose registered office is Kingston Lane, Uxbridge, Middlesex, UB8 3PH. The 'Client' and 'You' mean the organizing body/company/person responsible for booking of and payment for the /accommodation/event.

The 'Contract' means written agreement between the 'University' and the 'Client' for a specific booking or series of bookings. The 'Terms & Conditions' will form part of the Contract together with any other Terms stated in the Contract.

1. Your Booking

1. You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then The Lancaster Hotel & Spa will terminate your booking and retain any money paid to us for such booking. We may also refuse to take any further booking from you in the future. In making a Lancaster Hotel & Spa room booking you agree to not use the hotel or its facilities to conduct any commercial activity or activity that seeks to gain profit without prior written consent from us. The Lancaster Hotel & Spa reserves the right to terminate your booking and retain any money paid to us for such booking if we believe that you are in full or part breach of this provision.
2. You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.
3. You can only make a booking if you are 18 years old or over. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone. We may require photo ID as proof of age.
4. You must ensure that the name on a booking is correct at the time of booking and that all guests staying at the hotel are named separately.
5. If you book 10 or more rooms for the same night we may treat this as a Group Booking. If you make a Group Booking, the following additional terms also apply to you:
6. If you book before the scheduled date of arrival, you must pay for the first night for each room in full when you make the booking.
7. We may cancel your booking if you do not make any payment when it is due.
8. We offer certain extras when you make your booking, such as late check out, newspapers and breakfast. The room rate excludes any extras unless we expressly agree with you otherwise as part of your booking. Extras are subject to availability and cannot be transferred to any other booking. If any extra that you have paid for in advance is unavailable upon arrival we will give you a refund of the price you paid for that extra. Extras are provided subject to these terms.
9. Availability of bedrooms at the rates shown on-line may be limited and/or restricted to certain periods. During major sporting or social events, major conferences or exhibitions, certain rates may not be available.

2. Rates and Payment

1. The rate for each room is as published on the Commercial Services website as well as all of our external websites at the time of your Booking, or, in the case of a telephone booking as advised to you at the time of booking. These rates are also advertised at the Lancaster Hotels reception. All Bedroom bookings must be guaranteed by a major credit or debit card or an internal transfer code in the case of a Brunel University internal departmental booking.
2. First night deposit is required to confirm a reservation. By booking you are authorizing the debiting of a credit/debit card or internal Departmental transfer code provided. A deposit or an internal charge code guarantees a reservation of a room but a full Payment will guarantee the room rate at time of booking.
3. You must be able to show photo identification such as a passport or driver's license or a valid credit or debit card if you are paying by cash for a walk-in booking at The Lancaster Hotel & Spa.

3. Check-in and check-out

1. You can check-in from 2pm on the scheduled date of arrival. If you wish to check-in earlier, you can do so by requesting an early check-in at the time of booking or directly at the hotel. These services are subject to availability.
2. You must check-out before 11am on the scheduled date of departure. If you wish to check-out later then you can do so by buying a late check-out extra at the time of booking. If you fail to check-out by the stipulated time, we will make an additional charge equivalent to the rate at that time, for one night's stay for the applicable room(s).

4. Rooms

1. Maximum occupancy for rooms is:
 - **Double Room:** Maximum number of occupants is 5 (including babies & children up to 14 years old); 2 adults maximum, 2 children and 1 baby in a cot+; 2 Adults only in a double room without children;
 - **Single Room:** 1 Adult without child's cot;

You should speak directly to the Hotel reception to confirm availability of cots and room size.

If, on arrival at the hotel, the maximum occupancy will be exceeded we may cancel your reservation or if another suitable room is taken, charge you the additional room rate.

2. We provide wheelchair accessible and limited mobility rooms, subject to availability. You are requested to specify this requirement at the time of booking.
3. We do not permit people under the age of 18 to stay alone in our hotel. You must not leave under 18s unattended in any rooms or public areas at any times.
4. You are not allowed to bring a pet into a room. The exception is Guide dogs and registered Seeing Eye dogs. These must be reported to reception.
5. Smoking is not permitted in The Lancaster Hotel & Spa other than in designated smoking areas outside the hotel. You must not smoke in any of the hotel rooms or public areas or interfere with our fire detection systems. If you do so this will be regarded as a breach of these booking terms and conditions and we will terminate your booking and if necessary refer the matter to the authorities. We will contact you after your stay to recover any costs incurred due to smoking inside the hotel. The costs we incur include our costs for specialist cleaning, repair or replacement of damage by you to our property, the cost of the room for any period it is unusable and our administration expenses. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.
6. You must take all reasonable precautions to avoid damage or interference with any items belonging to us. Customers are requested to bring any damage to our hotel or property to our immediate attention. Malicious, willful, or negligent damage or interference to our hotel or property will be regarded as a breach of these bookings terms and conditions and we will terminate your booking. We will contact you after your stay to recover the costs for any repair, replacement or specialist cleaning we incur if you damage our hotel or property. We may also instruct a third party to recover these costs on our behalf. If you request it, we will send a breakdown of these costs to the address used for the booking.
7. Cooking equipment not owned or operated by The Lancaster Hotel & Spa, including but not limited to, microwave ovens, fridges, deep fat fryers, rice cookers, plug in cooking implement, toasters must not be operated by customers in the hotel bedrooms.
8. All room key cards must be returned to The Lancaster Hotel & Spa on check-out. If you fail to do so, we may charge you for a replacement key card at a cost of £6.50 per card. In the event that a keycard is not returned after check-out we request customers to contact the hotel to make arrangement for key card to be returned.
9. For group booking, any costs incurred due to smoking or damage, as set out above, will be charged to the person making the group booking.

