

To make a booking:

Go to [www.host-somerset.co.uk/book-a-room/](http://www.host-somerset.co.uk/book-a-room/)

#### 1. Introduction

- 1.1. These are the Terms and Conditions that apply when you reserve a room at HOST Accommodation Campuses
- 1.2. When you reserve a room at HOST Accommodation Campuses, you are agreeing to adhere to the Code of Conduct.
- 1.3. These Terms and Conditions do not cover accommodation booked as part of a meeting room hire or event package. Please see the separate Conference, Events and Functions Terms and Conditions
- 1.4. When you make a reservation, you are confirming your acceptance of these Terms and Conditions
- 1.5. We reserve the right to amend these Terms and Conditions at any time and you should therefore check them regularly. The latest version of our Terms and Conditions can always be found on our website
- 1.6. Rates are subject to change and can be amended at any time. Residents will be notified of any changes in writing.

#### 2. Individual Reservations

- 2.1. To reserve your room please book via the website
- 2.2. Full payment is required at the time of booking to confirm your reservation
  - 2.2.1. You will need to provide your credit/debit details when making a reservation
    - 2.2.1.1. HOST accepts Visa and MasterCard
  - 2.2.2. Requests to have the bookings paid via ledger account, need to be requested in advance in writing
  - 2.2.3. Long-term booking agreement: if your booking is made for 28 nights or longer, a minimum deposit of 4 weeks (28 nights) is required to secure the reservation. You must liaise with the Reservations Team to make this arrangement
    - 2.2.3.1. Bookings under this agreement must always have a minimum of 7 nights credit on the booking
      - 2.2.3.1.1. Failure to meet this requirement will result in the booking being shortened to cover the remaining credit only
      - 2.2.3.1.2. It is your responsibility to adhere to the above agreement and failure to do so will result in your booking being cancelled
      - 2.2.3.1.3. If you have been contacted to remind you to pay for your booking, we reserve the right to release your room into inventory to sell.
      - 2.2.3.1.4. If your booking has been shortened and you have not made contact with us, we reserve the right to remove your belongings from the room and store

them in a safe location on campus until you are able to collect them

- 2.2.3.1.5. If there are any extenuating circumstances whereby you cannot pay for your room, you must contact us without delay

- 2.3. Any extension will be treated as a new booking and will be charged at the relevant rate and subject to the relevant payment terms
- 2.4. Please check that the details of your reservation are complete and accurate before you confirm your reservation. We will not be liable for any delay or non-performance if you provide us with incorrect information
- 2.5. We will confirm our acceptance of your reservation by sending you a confirmation email to the email address that you provide during the reservation process. The contract between us for the provision of your room and any additional services added to your reservation will be formed when you receive this email confirmation from us
- 2.6. If you have any special requests or require an accessible bedroom, please contact us prior to your arrival
- 2.7. If you require any assistance in evacuating the Accommodation blocks due to either a visible or hidden disability, please inform our Reception Team when making the booking.
- 2.8. If you are an agent and wish to book rooms at HOST Campuses, you should contact the team directly or book accommodation online on the HOST website

### 3. Group Reservations

- 3.1. A reservation of ten rooms or more is considered a group booking by HOST
- 3.2. For enquiries about a group booking, please call our group and Corporate Team on 01278 559 429
- 3.3. When group booking details are ready to be confirmed, a Group Booking Form will be issued for review and signature. Upon receipt of the returned Group Booking Form a payment of 25% of the booking total will be required within 7 days. The remaining balance is due no later than 30 days prior to the arrival date
- 3.4. Should group members be responsible for their own accounts, HOST will require the following information no later than one month prior to arrival:
  - 3.4.1. Full name
  - 3.4.2. SAP number – if available
  - 3.4.3. Email address
  - 3.4.4. Postal address
  - 3.4.5. Debit/credit card number
  - 3.4.6. Transport to site
- 3.5. Where group booking members are responsible for their own account, when this information is received, HOST will charge the full stay (to a maximum of 21 days) against the individuals' payment card
- 3.6. The HOST cancellation policy will apply thereafter
- 3.7. Should the company request to settle the accounts on behalf of the individual guests, HOST will send the booker an on-boarding credit form which confirms corporate details

- 3.8. In the event the company requests a credit account, approval will be sought from NNB for this. Should a credit account with HOST be approved by NNB, then HOST will issue a reference number which will be used for all future bookings from that company
- 3.9. HOST will request individual guest details one month prior to arrival so that confirmations can be sent out
- 3.10. In the event a company has credit refused full payment via debit/credit card will be requested one month prior to arrival. Should this not be forthcoming the booking will be released

#### 4. Room Prices

- 4.1. Room prices are determined by a pre-agreed structure. When you make a reservation request, HOST will give you a total price for the rooms and number of nights you have requested
- 4.2. Rooms are priced as per room per night and include the room only
- 4.3. Rates quoted are inclusive of VAT at the applicable rate at the time of your reservation. If the rate of VAT changes between the date of your reservation and the date of your stay, we will adjust the rate of VAT that you pay, unless you have already paid for the reservation in full before the change in the rate of VAT takes effect
- 4.4. HOST may on occasions introduce special rate offers with specific terms of validity
- 4.5. HOST reserves the right to withdraw any such offers without notice
- 4.6. HOST reserve the right to impose a length of stay restriction at any time.
- 4.7. The maximum room occupancy is one adult
- 4.8. You must not exceed the maximum occupancy for the room allocated to you. If you do, you may get evicted from the Campuses

#### 5. Paying for your room

- 5.1. Payment may be made by credit/debit card (Visa or MasterCard). The expiry date of your debit/credit card must be later than the end of your stay
- 5.2. We do not accept personal cheques
- 5.3. If you have an individual booking and you are extending your stay, you may pay with credit/debit card or cash at Reception. For Group Booking payments, please refer to Section 3 Group Reservations above

#### 6. Cancellations

- 6.1. Individual Bookings – Your right to cancel
  - 6.1.1. Rooms may be cancelled by 14.00 hrs, 72 hours in advance of the arrival date and a full refund will be processed to the same debit/credit card as used to make the reservation
  - 6.1.2. A cancellation email will be sent and must be retained as proof of cancellation
  - 6.1.3. If you cancel a reservation within 72 hours of your arrival date you will be charged a cancellation fee equivalent of up to three night's accommodation per room booked and other extras
  - 6.1.4. If you shorten your stay, HOST reserves the right to charge you a cancellation fee equivalent of three nights or the remaining nights on your booking, whichever is the smaller amount. Should your stay not meet the

minimum length of stay condition on promotional rate (i.e. 4-27 or 28 nights), HOST will amend the nightly rate for your stay from the applicable promotional long stay rate to the standard short stay for all nights booked under the promotional rate. This includes nights that have already been utilised under the promotional offer

- 6.1.5. If you amend your reservation, we must be informed 72 hours in advance of the arrival date.
- 6.1.6. If you are already an in-house resident wanting to shorten your reservation and your reservation does not come under the 'No Show' clause, we must be informed 24 hours before 10:00 hours the day prior to your intended departure date for no additional charges to be added to your reservation. Length of stay restrictions will remain applicable when shortening your reservation. If we are informed after such time, you will be charged a cancellation fee equivalent of up to 3 nights or the remaining nights on your booking, whichever is smaller
- 6.1.7. If you are requested a name change for a reservation, this will be treated as a cancellation of the original booking and a new booking will be made. In the event we are at full occupancy, we will not be able to replace the name. If we are informed 72 hours in advance of the arrival date before 14:00 hours, a full refund will be processed with the same debit/credit card as used to make the reservation. If we are informed within 72 hours of your arrival date, you will be charged a cancellation fee equivalent of up to 3 nights' accommodation per room booked and other extras
- 6.1.8. You may wish to take out room cancellation or travel insurance in case you need to cancel your reservation
- 6.2. Group Bookings – Your right to cancel
  - 6.2.1. In the event that you need to alter the booking, please telephone our Team on 01278 559 429
  - 6.2.2. For bookings which are cancelled the following cancellation charges apply:
    - 6.2.2.1. From 0-7 days prior to the arrival date – No refund
  - 6.2.3. 8-29 days prior to the arrival date - 50% refund
  - 6.2.4. 30 days or more prior to the arrival date - full refund with the exception of any direct costs incurred (and substantiated)
- 6.3. Our right to cancel
- 6.4. We may cancel your reservation at any time with immediate effect by giving you written notice (which includes email) if:
  - 6.4.1. you do not pay us when you are required to do so; or
  - 6.4.2. you break the contract between us in any other way. If we cancel your reservation where you are at fault, we reserve our legal rights in respect of your breach of contract
- 6.5. Events outside our control
  - 6.5.1. We may also cancel your reservation if an event outside of our control (including but not limited to industrial action, explosion, fire, flooding, failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you

- 6.5.2. In this case, we will contact you to let you know as soon as possible and:
  - 6.5.2.1. if you have already paid for your room, we will refund your payment to you; or
  - 6.5.2.2. if you have not yet paid for your room, you will not have to make any payment to us
- 6.5.3. Save as set out above, we will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by an event outside of our control. This does not affect your statutory rights

#### 7. No Shows

- 7.1. If you do not arrive for the first night of your stay, it is your responsibility to inform HOST before 12:00 the next day if you need your room for the remainder of your stay. If you do not contact us, your booking will be cancelled and your first night and 3 additional nights or entire stay, whichever smaller, will be charged

#### 8. Arrival and departure

- 8.1. Rooms are available from 14:00 on the arrival date. Please inform the HOST Campus reception if you are likely to arrive after 22:00
- 8.2. Should you arrive prior to 14:00 HOST reserves the right to charge an early check-in fee. Arrival prior to 08:00 may incur a charge for the previous night
- 8.3. You will be asked to present, upon check-in, an acceptable form of photo identification. If you fail to present an acceptable form photo of identification upon check in your reservation will be cancelled and a cancellation fee will apply
  - 8.3.1. Acceptable forms of identification are: SAP Card (preferred method of ID), passport, driving licence, ID card or police warrant card
- 8.4. Rooms must be vacated by 10:00 on the day of departure. Failure to leave your room by this time may result in a late check-out charge
- 8.5. A late check out may be requested in advance at Reception but will be subject to availability
- 8.6. Should you have booked a car parking space the same check-in and check-out times as for your bedroom will apply
- 8.7. Room location requests are subject to availability
- 8.8. Parking: at the Campuses is subject to availability and for residents and authorised visitors only
- 8.9. Nightly charges for car parking apply
- 8.10. Anyone parking without the proper authorisation or payment will be asked to remove their car from Campus and room reservations might be cancelled
- 8.11. Car registration numbers must be provided to secure a space
- 8.12. HOST operates a reverse parking policy for vehicles using the car park
  - 8.12.1. Please ensure that all vehicles in the Campus car parks are reversed parked
- 8.13. All users of the car park do so at their own risk. HOST accepts no responsibility for accidents, damage or losses to any vehicles, bicycles or any other property
- 8.14. If parking is not available instructions for alternative parking will be provided

#### 9. Expectations of you

- 9.1. You must not:

- 9.1.1. Use naked flames and any additional electrical appliances not supplied by HOST in the rooms. This includes items but not limited to fridges, toasters, mini cookers, microwaves or portable grills. Failure to adhere may result in being evicted from Campuses
- 9.1.2. Smoke anywhere inside any HOST Campus buildings. This includes the smoking of e-cigarettes and vapes. Permitted smoking areas are identified on site. Smoking on HOST premises outside of the designated smoking area will result in future reservations being placed in jeopardy, HOST operates a zero tolerance for smoking.
  - 9.1.2.1. If there is reason to believe that you have been smoking in your room, this will result in immediate eviction
  - 9.1.2.2. A cleaning fee will be charged for smoking in a bedroom
- 9.1.3. Bring any pets onto HOST premises, except for assistance dogs
- 9.1.4. Bring any potentially dangerous or hazardous materials or equipment onto HOST premises inclusive of any weapon or potential weapon
- 9.1.5. Tamper with any fire alarms or emergency equipment
- 9.1.6. Remove, damage or destroy any HOST property
- 9.1.7. Use any of the technology provided by HOST to download or access any unlawful or obscene material; or
- 9.1.8. Cause unreasonable disturbance to our other guests or any of the Team Members working on the Campuses
- 9.2. You must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer any HOST accommodation for sale either on its own or as part of a combined offer. HOST will not honour any reservations made in this way and does not accept any liability for doing so. If you cause damage or loss of any kind to the Campus, other guests or their property, or otherwise breach any of these Terms and Conditions, HOST reserves the right to:
  - 9.2.1. Hold you responsible for that damage or loss and you shall be liable to pay to HOST on demand the amount required to make good or remedy such damage or loss
  - 9.2.2. Cancel your reservation with immediate effect and (if appropriate) eject you from HOST premises
  - 9.2.3. Retain all sums paid by you and/or charge you the full amount of your reservation; and/or
  - 9.2.4. Refuse future reservations from you and/or refuse you entry or accommodation at any of HOST Campuses
- 9.3. HOST reserves the right to enter your room if there are concerns around cleanliness, guest welfare or Health & Safety, regardless of whether a 'Do not Disturb' sign is displayed
  - 9.3.1. During your stay, there may be mandatory essential maintenance work required in your room. In these circumstances, you must allow entry to the room
  - 9.3.2. We reserve the right to enter the room even if a 'Do not Disturb' sign is displayed

## 10. General



## 10.1. Your information

10.1.1. We process information about you that you provide when making a reservation and/or upon check in at our Campuses in accordance with our privacy policy and cookie policy. By providing this information you consent (on your behalf and on behalf of each member of your company) to such processing and you warrant that all information provided by you is accurate

## 10.2. The contract

10.2.1. No other person shall have any rights to enforce any of its terms, whether under the Contracts (Rights of Third Parties Act) 1999 or otherwise

## 10.3. Your rights

10.3.1. As a customer you have certain rights under consumer protection legislation. Nothing in these Terms and Conditions is intended to affect those rights

## 10.4. Our liability

10.4.1. We accept liability for death and personal injury arising from our negligence or that of our employees and agents. We do not seek to exclude our liability for fraudulent misrepresentation by us or our employees or agents

10.4.2. We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control

10.4.3. If we breach these Terms and Conditions for reasons within our control, we shall only be liable for losses that are direct losses and a reasonably foreseeable consequence of such breach

10.4.4. We shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for any indirect or consequential losses including:

10.4.4.1. Loss of income, sales or revenue

10.4.4.2. Loss of business

10.4.4.3. Business interruption

10.4.4.4. Loss of profits or contracts

10.4.4.5. Loss of anticipated savings

10.4.4.6. Loss of data

10.4.4.7. Loss of reputation and/or goodwill; or

10.4.4.8. Wasted management or office time

10.5. Where we are liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act

10.6. If there is concern for guest welfare, HOST reserve the right to contact their employer for assistance and guidance

## 11. Applicable law

11.1. These Terms and Conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law

- 11.2. If you are a consumer, you and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to, your reservation and/or stay at any HOST Campus. We retain the right to bring proceedings against you for breach of these Terms and Conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland, you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland
- 11.3. If you are making a reservation, you and we agree that the courts of England and Wales will have exclusive jurisdiction over any claim arising from, or related to your reservation and/or stay at any HOST Campus

## 12. Severability

- 12.1. If any part of these Terms and Conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these Terms and Conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies
- 12.2. All rights not expressly granted in these Terms and Conditions are reserved

## 13. Contact Us

- 13.1. If you require further information or have any questions regarding our website or these Terms and Conditions, then please email [info@host-somerset.co.uk](mailto:info@host-somerset.co.uk) or telephone us on 01278 559429