



University of Glasgow

UNIVERSITY OF GLASGOW Terms and Conditions relating to the provision of Accommodation

A contract is formed at the point of payment, after which the following terms and conditions apply:

Bookings for **Cairncross House** are located at Cairncross House, 20 Kelvinhaugh Place, Glasgow G3 8PR
Tel: +44 (0)141 221 9334.

Bookings for **Kelvinhaugh Gate & Street** are located at Kelvinhaugh Street, Glasgow G3 8PR
Tel: +44 (0)141 221 6124.

Bookings for **Wolfson Hall** are located at Wolfson Hall, 2317 Maryhill Road, Glasgow G20 0TH
Tel: +44 (0)141 330 3773.

Bookings for **Queen Margaret** are located at Bellshaugh Court (off Bellshaugh Road), Glasgow G12 0PR
Tel: +44 (0)141 339 3273.

Bookings for **Murano Street Student Village** are located at 13 Caithness Street Glasgow G20 8SB
Tel: +44 (0)141 895 3390.

The following definitions shall apply to these terms and conditions:

Client means the person or persons entering into the Contract;

Contract means the booking of accommodation at any of the above noted University premises; and

University means the University Court of the University of Glasgow, a registered Scottish Charity (Charity Number SC00440, Charity Name "University of Glasgow Court") in terms of Section 13(2) of the Charities and Trustee Investment (Scotland) Act 2005 and having their principal office at University Avenue, Glasgow, G12 8QQ.

- a) Motor Vehicles: limited car parking is available at Cairncross House, Kelvinhaugh Gate, Wolfson Hall, Queen Margaret and Murano Street Student Village at no charge.
- b) Insurance & Personal Property: please ensure you insure your personal effects as the University cannot accept responsibility for any loss or damage to personal property.
- c) Any amendment to confirmed bookings must be made to the University by email to vacationaccom@glasgow.ac.uk (or other to be advised) telephone +44 (0)141 330 4743. For any reduction in the total price of the booking, the University will not refund the difference; for any increase in the price of the booking, the difference will have to be paid by credit/debit card in advance to secure the changes. No guarantee can be given that, once confirmed, a booking can be amended.
- d) The Client is required to make full payment at the time of booking. After full payment is received should the Client require to cancel the booking, cancellation terms as set out in paragraphs (e), (f) and (g) shall apply.
- e) Cancellation of a booking can be effected only by written notice by email to vacationaccom@gla.ac.uk or by post to Accommodation Services (Tay House), University of Glasgow, Glasgow, G12 8QQ. Such cancellation will be effective only when received and acknowledged by the University either by email or by post.
- f) Without prejudice to any other remedy which the University may have, in the event of a cancellation of a booking at any time, the University shall be entitled to retain the full amount of any such deposit(s) and/or booking fees paid by the Client
- g) Without prejudice to any other remedy which the University may have in the event of a cancellation of a

booking, the following refunds shall be made to the Client by the University:-

- i) For cancellation notices received more than 6 months but less than a year prior to the date of the booking, the Client shall receive 90% refund of the payment;

- ii) For cancellation notices received more than 3 months but less than 6 months prior to the date of the booking, the Client shall receive 85% refund of the payment;
- iii) For cancellation notices received more than 1 month but less than 3 months prior to the date of the booking, the Client shall receive 50% refund of the payment;
- iv) For cancellation notices received more than 10 working days but less than 1 month prior to the date of the booking, the Client shall receive 25% refund of the payment; and
- v) For cancellation notices received 10 working days or less prior to the date of the booking, the Client shall receive no refund.
- h) The University reserves the right to terminate the booking at any time. In such event, the University shall return the deposits and/or booking fees and any price paid by the Client.
- i) It is the duty of the Client to ensure that these terms and conditions are brought to the attention of any guests and/or visitors of the Client.
- j) The Client shall ensure that rooms are vacated by 1000hrs on the date specified in the Contract and that all rooms are left in a neat and tidy condition. The rooms will be available for occupation on the date of arrival from 1400hrs at the earliest.
- k) No animals, reptiles or birds (except for guide dogs for the blind) are permitted on the University's accommodation.
- l) It may be necessary for the University to re-allocate the Client from the University accommodation originally notified to the Client at the time of entering into the Contract to suitable alternative accommodation. The University shall be entitled to make such changes and shall not be deemed to be in breach of any of these terms and conditions in the event that it requires to do so.
- m) The University's fire regulations and evacuation procedures must be read and complied with by the Client and all guests and/or visitors of the Client.
- n) All guests and/or visitors of the Client must comply with all reasonable instructions of University Hall Wardens or Managers.
- o) Neither the University nor its servants, agents or sub-contractors will be responsible to any Client for any personal effects, valuables or other articles brought on to University accommodation.
- p) In so far as the Data Protection Act 1998 applies to any personal data, held by or on behalf of the University relating to customers or any party deriving right from them, the following provisions of this paragraph (p) shall apply.
 - (i) The University shall be entitled to use all personal data for the purposes of their business including, without limitation, providing up-to-date news and offers, and for the purpose of the provision of the services offered by the University. The Client may opt-out or request that they do not wish for their personal data to be retained for any future marketing campaigns by contacting: - Accommodation Services, University of Glasgow, Glasgow, G12 8QQ, or vacationaccom@glasgow.ac.uk .
 - (ii) In the course of so using personal data, the University shall be entitled to disclose or transmit the same to their agents and sub-contractors and to such others as may be required by law or in connection with legal proceedings.
- q) Smoking is NOT permitted in any University premises.
- r) The Client accepts that the University premises which are made available in accordance with the Contract are in all respects fit for the purpose for which they are required. No warranty whatsoever is provided by the University that any University premises are authorised by statute for any specific purpose.
- s) The University is committed to providing an accessible environment to all disabled visitors and residents. This includes giving disabled visitors the opportunity to disclose confidentially their support needs, in advance of their visit. We have a duty to make reasonable adjustments in anticipation of such requests and to do all we can to ensure that disabled visitors do not experience less favourable treatment.

- t) For the avoidance of doubt, the Client is responsible for complying with any obligations imposed on the Client by the Disability Discrimination Act 1995 and all amendments and/or statutory enactments thereof.
- u) The Client shall not be entitled to assign the Contract or any benefit thereunder. The University shall be entitled to sub-contract the performance of any part of the Contract.
- v) Neither party shall be liable to the other in the event that either party is delayed in or prevented from the performance of its obligations hereunder by reason of force majeure which for the purposes hereof shall mean any cause of delay or prevention beyond the reasonable control of the University and/or the Client and shall include strikes, lock-outs, riots, sabotage, acts of war, destruction or damage of essential equipment by fire, explosion, flood or reduction or unavailability of power or other services.
- w) The Client shall be responsible to the University for all loss, damages or expenses incurred by the University, including but without prejudice to the foregoing generality damage caused to the University's property, which relate to or arise out of the acts or omissions of the Client or any guests and/or visitors of the Client and the Client shall on demand indemnify the University accordingly. The Client is obliged to insure all equipment and/or any moveable property of value which is to be brought on to the University's premises on a "All Risks" basis for their full reinstatement value for the time being and to maintain third party and public liability insurance with a reputable insurance company, to a level satisfactory to the University acting reasonably. On demand, the Client will produce to the University the policy or policies for such insurance and the receipt for the current premium.
- x) Neither the Client, nor the Client's guests or visitors, shall cause any disturbance, inconvenience or annoyance to the University, or to neighbouring residents, or to other persons in the University premises at any time during the Client's stay. No music or other sound which may be audible from outside the University premises shall be permitted between the hours of 11pm and 8am.

Accommodation Services
University of Glasgow
March 2019