

## Accommodation Terms and Conditions

### Payment

You will be required to pay for your accommodation in full at the time of booking; this must be prior to your arrival.

### Cancellation

If you wish to cancel your booking this needs to be put in writing to [telfordhub@wlv.ac.uk](mailto:telfordhub@wlv.ac.uk) and the following may be imposed:

7 days' notice in writing.	Full refund, no cancellation charge
Less than 7 days' notice.	No refund given
If you depart earlier than your stated date, without request to alter the date.	No refund given

### Arrival

Check-in is from 3pm on the day of arrival. Keys / access cards can be collected from the Main Reception in the Hutchison Building.

### Departure

You will need to vacate the room and return keys / access card to Reception by 10am on the day of departure. You must ensure that you remove all of your personal belongings from the room.

### Extending Your Stay

During your stay should you need to book additional nights you can do so online at: [bookaroom.wlv.ac.uk](http://bookaroom.wlv.ac.uk). Alternatively, please call 01902 323900 to arrange for a new short stay form to be sent. The additional booking must be completed and paid for by 4pm on the day prior to your original departure date.

### Additional Charges

You may incur additional charges if you fail to depart on the stated day and time, do not return your keys or access cards, if there is any damage or missing items to your room or failure to comply with health safety and fire regulations. For example smoking within the building, failure to evacuate in the event of a fire alarm or tampering with fire equipment.

### Force Majeure

The University cannot accept responsibility or pay any compensation where the performance of the contract is prevented or affected by a reason of circumstances which amounts to "force majeure."

Circumstances amounting to "force majeure" include any event which we could not, even with all due care, foresee or avoid. Such circumstances include the destruction or damage of your accommodation (which cannot reasonably be remedied to a satisfactory standard before the start of your stay) through fire, flood, explosion, storm or other weather damage, break-in, criminal damage, riots, natural or nuclear disaster, epidemic and all similar situations beyond our control.

### Health and Safety

Fire and Health and Safety regulations must be adhered to at all times. The University has a no smoking policy in all of its accommodation and this also includes the use of E-Cigarettes.

The University may require access to your room in the event of an emergency or to undertake any necessary repairs.

### What we provide

- Free wifi, available throughout the accommodation.
- Free car parking.
- Rooms are serviced on a 3+ night stay only.