

## Guest Bedroom Bookings Terms & Conditions

### 1. Introduction

When making an accommodation booking with us via our digital channels (such as our website or on a third party vendor), telephone, or email, these terms and conditions will apply. A



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.

### 6.3 Amendments

You can add any additional nights or bedrooms to your booking subject to availability. If the number of nights or bedrooms is reduced within the above weekly periods from the reservation

The room rates do not include car parking. Car parking must be paid for upon arrival at the University. A ticket can be purchased from the car parking machines located in each car park.

## **10. Fire Regulations and Health and Safety**

Guests are required to familiarise themselves with and comply with, all fire regulations, evacuation procedures, and health and safety requirements. Each guest room premises will contain a Fire Action Notice which should be read and understood immediately on arrival.

## **11. 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 £150 fine, which is used for specialist cleaning.
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If you have a question regarding your booking or wish to make a complaint, please contact our reception team by telephone or email:

- 01524 592899
- [sleep@lancaster.ac.uk](mailto:sleep@lancaster.ac.uk)