

UEA GUEST SUITE TERMS AND CONDITIONS

Any variation to these standard terms and conditions must be agreed in writing by UEA Guest Suite.

1. GENERAL

- a. The UEA Guest Suite reserves the right at its sole discretion to refuse any application for reservation, without stating its reasons for such refusal.
- b. The UEA Guest Suite reserves the right to offer alternative suitable accommodation where for any reason the original accommodation becomes unavailable.
- c. Save with the prior written permission of the University Secretary, no use may be made of the name of the UEA Guest Suite in any promotional material produced by the Client (except to identify the hired premises).
- d. Accommodation booked at the UEA Guest Suite will not be available for occupancy earlier than 14.00 hours on the day of arrival. Check-out time is no later than 10.00 hours on the day of departure. No change may be made to these arrangements unless agreed in writing with UEA Guest Suite. In the absence of such agreement a supplementary charge will be made in respect of late check-outs.
- e. The UEA Guest Suite does not allow any animals apart from assistance animals e.g. guide dogs onto the University premises.
- f. The Client shall not transfer the benefit of this agreement of any part of it without the prior written agreement of UEA Guest Suite.

2. BOOKINGS

- a. Bookings can be made either by telephone, email or in person at the UEA Guest Suite reception. At the time of booking, a credit or debit card number will be requested to confirm the booking. This will act as a guarantee and will only be charged if the client fails to show without cancelling their reservation before the cancellation deadline, for late cancellation charges and if the client leaves without settling their account in person.
- b. Bookings will be confirmed to the client by email. On receipt of the booking confirmation, the details should be checked and any amendments or errors should be reported to reception as soon as possible.
- c. For bookings of more than one room, the names of all guests should be provided before arrival or at check-in.
- d. Check in time is by 21.00 hours, if you will arrive after 21.00 hours, the client needs to notify the reception so alternative arrangements for key collection can be made.
- e. All provisional bookings will be released after 48 hours or 12 noon on the day **before** arrival (whichever is sooner) if confirmation has not been received by UEA Guest Suite.

3. CHARGES

- a. The UEA Guest Suite's scale of charges is set out in a separate document. If the rate of VAT changes, the UEA Guest Suite reserves the right to charge at the applicable rate at the time of booking.
- b. All bookings will be charged VAT except where those bookings are exempt from VAT.
- c. The UEA Guest Suite's usual procedure is to submit a single account for all delegates for whom the Client has made a group reservation. Individual accounts cannot normally be offered.
- d. If claiming educational rates proof the visit to the University is for an educational purpose must be shown upon arrival. Failure to produce this will result in full charges being applied.

4. FINAL NUMBERS

For group reservations, final guest numbers must be confirmed at least two weeks prior to arrival. Any reduction or cancellation made after this date will be charged in full.

5. PAYMENT

- a. Payment for the duration of the booking will be asked for on arrival except where other arrangements have been agreed in writing with UEA Guest Suite.
- b. Payment is accepted by: Visa, MasterCard, Maestro, Solo, Delta, Connect and personal cheques with a valid cheque guarantee card.
- c. Payment by cash will only be accepted up to a maximum of £500.
- d. Travellers Cheques in sterling are accepted on the production of a valid passport up to the value of £200.
- e. For companies with approved credit facilities with the UEA Guest Suite, arrangements can be made to invoice the company for payment of accommodation. In these instances, a confirmation on company headed paper authorising the charge of the accommodation to the account will be required at the time of confirmation of the booking. If receipt of the fax has not been received by the time the client checks in, direct payment will be asked for.

6. CANCELLATION BY THE CLIENT

- a. Cancellation on all individual bookings is strictly 12 noon on the day **before** arrival.
- b. Cancellation of 4 or more rooms made under one booking should be notified at least 48 hours prior to arrival.
- c. All cancellations should be made in writing and received by the UEA Guest Suite by the appropriate cancellation deadline.
- d. The UEA Guest Suite reserves the right to cancel any agreed discount if the cancellation means that the terms of the discount are not fulfilled.

7. CANCELLATION BY THE UEA GUEST SUITE

The UEA Guest Suite reserves the right to cancel any arrangement for the use of the premises at any time for the following reasons:

- a. If the campus or any part of it is closed due to fire, dispute with employees or by order of any public authority.
- b. If the Client becomes insolvent or enters into liquidation or receivership.
- c. If the Client is more than 30 days in arrears with payment to the University for previously supplied services.
- d. The UEA Guest Suite becomes aware that the Client's financial situation is such that the UEA Guest Suite reasonably considers the Client may not be able to fulfil its material obligations under the contract.
- e. It might, in the opinion of the UEA Guest Suite, prejudice the reputation of the UEA Guest Suite.
- g. The Client is in breach of duties listed under clauses 9 & 10.
- h. If the UEA Guest Suite cancels the booking under clause 8a any payments that have been made by the Client will be refunded less any charges for which the UEA Guest Suite, acting as agents on behalf of the Client, have already rendered themselves liable.
- i. If the UEA Guest Suite cancels under clauses 8b – 8f no monies will be refundable.
- j. The UEA Guest Suite shall have no responsibility for any claims for consequential loss suffered by the Client, their servants, agents, contractors or licensees or any member of the group or conference party as a result of cancellation or abandonment of the reservation whether that cancellation or abandonment has been at the instance of the Client or the UEA Guest Suite.

8. CLIENTS DUTIES

- a. Minors must be properly supervised by an adult at all times.
- b. UEA Guest Suite furniture and fixtures must not be moved or in any way interfered with except with the prior written permission of the UEA Guest Suite. Any costs resulting from the client's movement or interference will be passed onto the client.
- c. Except with the prior written permission of the UEA Guest Suite, any alteration or addition to the electrical system is strictly forbidden.
- d. All rooms must be vacated at the stated hour and left in a clean and proper state. Any additional cleaning required as a result of infringement of this rule will be added to the final account.
- e. Intoxicating liquor must not be sold, supplied or consumed on, or brought onto the UEA Guest Suite premises or any part hereof except with the prior written permission of the UEA Guest Suite.
- f. Gambling in any form is not permitted.
- g. No notices or signs shall be erected or displayed within the precincts of the UEA Guest Suite. Clients are also requested to observe Local Authority rules on fly-posting outside of the University campus.
- h. No television or radio recordings, broadcast or interviews may be made on the campus without the express written permission of the UEA Guest Suite.
- i. No drugs (except for medical purposes) are permitted on the campus.
- j. Clients shall promptly notify the UEA Guest Suite of any disrepair or defect in UEA Guest Suite property or premises or any other failure or shortcoming in the supply.
- k. The Client will ensure that single rooms are occupied by one person only and double/twin rooms by no more than two persons, unless otherwise agreed by the UEA Guest Suite in writing.
- l. Upon conclusion of the stay the Client will dispose of all excessive rubbish and waste materials from the premises that may have accumulated during the stay. In default, the UEA Guest Suite is entitled to remove such property, waste materials and refuse and the Client shall indemnify the UEA Guest Suite in respect of the cost. The UEA Guest Suite does not accept responsibility or liability whatsoever for any goods or property of any person left in or upon the premises after the end of the event.
- m. Clients and their guests are not permitted to bring into or store in any UEA Guest Suite building or any area other than that duly authorised by the UEA Guest Suite for such purposes bicycles or motor vehicles.
- n. Any accidents that take place on UEA Guest Suite property must be reported to an official of the University immediately.

9. SAFETY PRECAUTIONS

The safety precautions set out below must be strictly observed.

- a. All staircases, gangways, passages, entrances, emergency and other exits must be kept free from obstruction at all times.
- b. At the request of the University, the Client must be responsible for orderly behaviour during the period of hire to assist in the vacation of the accommodation.
- c. Fire and emergency evacuation procedures must be strictly adhered to. Emergency telephones are available on the ground floor foyer of the UEA Guest Suite entrance and at the Security Lodge.
- d. The client and any guests are advised of the need to read and understand all health and safety regulations that are posted in each bedroom or in each building.
- e. Hazardous, flammable or dangerous items (including candles) may not be brought onto the campus without prior written permission.
- f. Deliberate misuse of the fire alarms or extinguishers will attract an immediate financial penalty.
- g. The Client and any guests shall not interfere with, move, or reposition any fire extinguisher within UEA Guest Suite premises or interfere with fire precautions in any other way.

10. **INSURANCE**

- a. A charge for any loss or damage will be added to the main account.
- b. The UEA Guest Suite cannot accept responsibility for the loss of, or damage to, guests' personal property or vehicles. Guests are, therefore, advised to be most careful with regard to the security of their belongings. Guests should also ensure that cars are securely locked and no valuables left inside.

11. **ETIQUETTE**

- a. The Client shall ensure that guests act in a proper and orderly manner and shall comply with all reasonable requests from University staff. The UEA Guest Suite reserves the right to terminate any booking during the period of occupation in the event of the Client or its representative failing to ensure that guests act in a proper and orderly manner and shall comply with all reasonable requests from University staff.
- b. The buildings on the campus can be shared by groups of all ages and interests. It is essential that noise levels are kept to a minimum at all times and, in particular, between the hours of 22.00 hours and 8.00 hours.
- c. It is the responsibility of the Client to ensure that these important conditions are explained in detail, in advance of arrival, to all groups and in particular to adults accompanying minors.

12. **FOOD SAFETY**

A four hour time period only is allowed for food safety best practice in regard to buffet meals. After four hours have elapsed, the UEA Guest Suite cannot guarantee the safety of food used from the buffet and subsequently taken home. The responsibility and care of any buffet food consumed after four hours have elapsed passes to the Client.

13. **LOST KEYS AND SWIPE CARDS**

Clients shall be responsible for the return of all keys and swipe cards at the end of the stay. Keys and swipe cards that are not returned will be charged for at a cost of £15 per individual key and £15 per individual swipe card and this amount will be added to the final account.

14. **FORCE MAJEURE**

The UEA Guest Suite shall not be liable to the Client for any loss, damage or expense incurred by the Client due to circumstances outside the control of the UEA Guest Suite.

15. **MODIFICATIONS OF CONDITIONS**

The UEA Guest Suite reserves the right to modify or vary any of the Terms and Conditions where the nature of the Client, in the opinion of the UEA Guest Suite, so demands.

16. **WAIVER OF RIGHTS**

Any failure by the UEA Guest Suite to enforce these Terms and Conditions in a particular instance shall not be construed as a relinquishment of its rights in future instances.

17. **LEGAL CONSTRUCTION**

These Terms and Conditions shall in all respects be construed in conformity with and governed by English Law and shall be subject to the jurisdiction of the English Courts.

18. **PRECEDENCE OVER OTHER TERMS AND CONDITIONS**

These Terms and Conditions shall have precedence over any terms appearing in acknowledgements, correspondence etc. issued by the Client, and such terms shall have no effect except in so far as they are consistent with these Terms and Conditions.