

CLARIFICATION OF CONDITIONS OF USE OF VISITOR ACCOMMODATION AT ABERYSTWYTH UNIVERSITY

Aberystwyth University provides a perfect base for a holiday or event in the area and we are able to offer our facilities throughout the year. However, due to the nature of our accommodation and the fact that we are a University, our terms and conditions are slightly different to other providers. Some of these are outlined below for your information and agreement, please also refer to the Conditions of Use of Visitor Accommodation and Facilities (Terms & Conditions) at Aberystwyth University which should accompany this form.

1. General Accommodation Information

- a. **Guest names** – a full list of the names of the occupants will be forwarded to the Conference Office no less than four weeks prior to the arrival date. The number of persons occupying the accommodation shall not exceed the numbers of the party stated on the booking form.
- b. **Room occupants** – for fire evacuation purposes, it is not permitted for guests to change bedrooms within the accommodation without prior permission from the Conference Office. Persons other than registered guests are strictly prohibited from staying on Campus.
- c. **Children** - we do not permit people under the age of 18 to stay alone in our accommodation (unless during Open Days or Visiting Days where we provide CRB checked supervisors in the accommodation). All children aged 2 and over are to be allocated into their own single bedroom. You must not leave children unattended in the accommodation or public areas at any time. Children are not permitted in shared group accommodation. Please contact the Conference Office if you require clarification.
- d. **Cots** – we do not provide cots or linen for cots. A maximum of one child, under the age of 2, in a travel cot is permitted per bedroom; please enquire as some bedrooms are not suitable for cots.
- e. **Special requirements** – if you, or any member of your group, has any medical or special requirements please contact the Conference Office for advice before making a booking.

2. Arrival and Departure Information

- a. **Key Collection / Check-in** – check-in begins from 3pm on the day of arrival and keys can be collected from Reception, Y Sgubor, Fferm Penglais between 3pm and 5.30pm Monday to Friday and the Main Campus Reception outside of these hours. Guests may be asked for a valid form of identification during check-in. Guests will be provided with a map of reception locations prior to arrival.
- b. **Key Drop off / Check-out** – check-out is by 9am on the date of departure and keys are to be returned to the Main Campus Reception before 8.30am and at the Accommodation Office after this time.
- c. **Early arrivals/late departures** – by prior arrangement only, charges may apply.
- d. **Failure to vacate** - if you, or any member of your group, fail to vacate all or part of the accommodation by the requisite time the University will make a charge for a further night's stay. Failure to vacate includes any persons staying in your party remaining in the accommodation and/or leaving goods and/or personal property in the accommodation.

3. Acceptable Use

- a. **Sub-letting** -the customer must not sub-let the accommodation or any part of it or assign the benefit of this agreement.
- b. **Purpose** - the premises shall not be used except for the purposes for which the hire of the accommodation has been agreed by the University. The customer will not engage in activities which are likely to bring the University into disrepute. Please do not carry out activities that alter the state of the accommodation, such as reallocating facilities or items, without the permission of the University.
- c. **Behaviour** - please be aware that there will be other residents staying on Campus during your stay. You must not do anything on the premises, nor exercise the rights, in such a way as to cause damage to the premises or nuisance, annoyance, disturbance, inconvenience, injury or damage to the University or the owners or occupiers of adjacent or neighboring premises.
- d. **Kitchen appliances** – it is not permitted to cover hotplates or leave cookers operating for excessive periods, or overnight, as this is a fire hazard.
- e. **Disposal of sanitary goods** - it is not permitted to dispose of sanitary goods, such as nappies & wet wipes, and related items in the toilet system, as this will cause damage to the drains.

4. Facilities

- a. **Luggage store** – we are unable to provide luggage storage facilities after 9am on the day of departure.
- b. **Wi-Fi** – we are pleased to provide complimentary Wi-Fi for visitors via 'The Cloud' - online registration is required.
- c. **First aid** – the University does not provide first aid cover for residential guests, please be aware of the location of the nearest A & E and G P Surgery (on Penglais Hill within half a mile) and pass these details to any group members.

- d. **Car parking** is provided free of charge in Campus car parks unless otherwise indicated. You will be issued with a visitors car parking permit with your arrival instructions on request, please ensure that the parking permit is displayed on the dashboard of your vehicle at all times when parked within University managed car parks.
- e. **The use of any amenities**, where offered, such as swimming pools, etc; is entirely at the user's risk and no responsibility can be accepted by the University. No liability for any other loss or damage in connection with the use of such amenities is accepted.
- f. **Common areas** - visitors are required to respect other guests. Common areas such as kitchens, hallways and stairs should be kept clean and free of congestion.

5. Health & Safety

- a. **Access** - the University reserves the right to access an occupied room without notice in the event of an emergency. Access for maintenance may be required during normal working hours for which prior notification will be provided.
- b. **Site Security** – the University provides a reactive Security Service for all University Residences, based from Campus Reception on Penglais Campus. Our Security service comprises of 24/7 roaming patrols which periodically patrol all residential areas. Should you require any bespoke arrangements in addition to this, please submit a request at least three months prior to the visit. All additional arrangements will be subject to a cost.
- c. **Fire evacuation** – it is the individual or group leader's responsibility to ensure that all guests are aware of evacuation routes and procedures that are indicated on the back of the entrance door of each bedroom.

6. Return of accommodation

All the properties, and related furnishings and fittings are to be returned in the same condition of repair as found, and no furnishings or fittings shall be removed from the accommodation at any time. This includes:

- Disposing of any opened packets of food and removing all fresh food from the fridges.
- Leaving the kitchen & bathrooms in good order.
- Leaving all interior and outside areas tidy.
- Removing of all personal items.
- Disposing of all rubbish in the bins in the supplied.

7. Miscellaneous

- a. **Pets** - are not permitted within any property at any time, apart from registered guide dogs.
- b. **Mail** – the university is unable to take receipt of mail on behalf of residential guests.
- c. **Vehicles** and their accessories and contents are left entirely at their own risk.
- d. **Insurance** – We strongly recommend that you take out insurance to cover the cost of cancellation and other risks including personal accident and personal public liability.
- e. **Acceptance of bookings** - the University reserves the right to decline bookings at its discretion.

8. Termination clause

If you do not comply with these terms and conditions when staying in our accommodation, we may terminate your booking and will require you, and all your guests, to leave immediately, without any refund of monies paid.

We reserve the right to amend these terms and conditions

The Conditions of Use of Visitor Accommodation and Facilities, and AU Risk Assessment attached also apply.