## Terms and Conditions

These are the terms and conditions that apply when you book a room at Greenlands, Henley-on-Thames, Oxfordshire, RG9 3AU, England ('**The Hotel'**) using any official reservation channels, by phone, email, in person, using our online booking service or through Booking.com ('**Reservation Channels**'). The terms and conditions of this contract are between you, the customer, and us, The University of Reading an independent corporation with charitable status established by Royal Charter with number RC000665, whose administrative offices are at Whiteknights House, Whiteknights, PO Box 217, Reading, RG6 6AH, United Kingdom (the '**University**').

When you receive an email confirmation from the Hotel regarding the booking you made via a Reservation Channel, you will be deemed to have accepted these terms and conditions and they will apply to you.

We reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a booking. The terms and conditions which apply to your booking will be those in place on the date that you make your booking and are subject to compliance with applicable law, relevant restrictions or guidelines imposed by Government or local authorities from time to time.

**Reservations**

To book your room please follow the instructions on the website https://bookhenley.hospitalityuor.co.uk

You must be at least eighteen (18) years old to make a booking.

Where you are making a reservation via an online Reservation Channel you must provide your credit or debit card details in order to secure your booking.
Please check that the details of your booking are complete and accurate before you confirm your booking. We will not be liable for any delay or non-performance if you provide us with incorrect information.

We will confirm our acceptance of your booking by sending you an email to the email address that you provide during the booking process.

If you think that there is a mistake in your booking or if you require any changes to a confirmed booking (including cancelling your booking), please contact us on +44 (0)1491 418854 or reception@henley.ac.uk to discuss.

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**Room prices**
When you make a booking request, we'll give you a total price for the room(s) and number of nights you've requested. The price you pay is the price quoted to you at the time you make your booking.

Room prices are per room, and are inclusive of VAT at the applicable rate at the time of your booking. If the rate of VAT changes between the date of your booking and the date of your stay, we will adjust the rate of VAT that you pay, unless you have already paid for the booking in full before the change in the rate of VAT takes effect.

Breakfast is included in the room price but other meals and extras including but not limited to drinks and use of the telephone are not included. All other meals and extras must be paid for separately at the end of your stay.

**Occupancy**
The maximum room occupancy for a double or twin room is two adults. If you are travelling with children please let us know if you have any particular requirements (for example if you require a travel cot) before booking so we can check whether we are able to meet them.

Children under 16 must be supervised at all times and are not permitted to stay in the Hotel unless a parent or guardian is also staying in the Hotel.

Please contact the Hotel reception to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

**Paying for your room**
In most cases payment will be required at the time of the booking.

You may pay by Credit or Debit Card (we do not accept cheques).

At check-in, we may ask you for a Debit or Credit Card so that we can pre-authorise £20 per person, per night to cover any extra charges incurred during your stay.

If you did not pay for your room in full at the time of the booking, we may also pre-authorise any outstanding balance of the total cost of the accommodation (plus £20 per person, per night).

Pre-authorisation is a temporary hold of a specific amount on your credit or debit card to confirm the availability of the requested funds on your account and to pre-authorise your card for your full room rate (unless paid in advance) and a minimum of £20 per night per person

per night for any additional charges you may incur during your stay with us. The Hotel does not accept any responsibility for any bank or credit card charges should your account become overdrawn as a result of this.

If you Check-Out with reception, we will carry out a completion transaction which will request the final agreed amount from your account, taking into account any extra charges. If you choose to pay the balance with another credit card, your bank will release any pre-authorised amount within a few days, although depending on your bank it can take up to 14 days to clear your account.

If you do not Check Out with reception, and decide instead to use the Hotel's Express Checkout service facility and you have provided a pre-authorisation, the amount you owe to the hotel (including any extra charges) will be automatically deducted from your Credit or Debit card under the pre-authorisation and you will be sent an invoice from us via email. Please note, if you incur extra charges that total over the £20 per person, per night that has been pre-authorised, the Hotel reserves the right to carry out a completion transaction for the entire amount that you owe, or to send you an invoice for any outstanding charges.

If you do not owe the Hotel anything, any pre-authorisation should be released by your issuing bank automatically within 2-5 working days, but depending on your bank, it may take up to 14 working days to clear your account. Please contact your bank with any queries.

We reserve the right to ask for identification at the time of booking or upon check in.

**Cancellations**

***Your right to cancel***

If you are travelling as an individual or as a group of five (5) or less, you have the right to cancel your booking up to 48 hours before the first day of your stay. If you cancel within this period you will be entitled to a refund of any payment that you have already paid.

If you cancel your booking less than 48 hours before the first day of your stay, you will not be entitled to a refund and will be charged the full amount due for your planned stay.

***Groups of six (6) or more***

If you are travelling in a group of six (6) or more, you may cancel your booking up to seven days before the first day of your stay. If you cancel within this period you will be entitled to a refund of any payment that you have already paid.

If you cancel your booking less than seven days before the first day of your stay, you will not be entitled to a refund and will be charged the full amount of your groups' planned stay.

**Rooms booked on Booking.com**

Reservations made on Booking.com will be subject to the cancellation provisions which applied to the booking at the time that you made the booking, as confirmed in your booking confirmation email.

For the avoidance of doubt, reservations made on Booking.com at a Non-Refundable Rate will not be refundable should you cancel the booking at any time.

If you wish to cancel your booking please contact the Hotel on the contact details given at the end of this document.

**Our right to cancel**

We may cancel your booking at any time with immediate effect by giving you written notice (which includes email) if:

- you do not pay us when you are required to do so;
- you break the contract between us in any other material way; or
- we need to do so in compliance with applicable law, relevant restrictions or guidelines imposed by government or local authorities
- you or someone staying with you is having to self-isolate or should be selfisolating in compliance with applicable law or Government guidelines.

If we cancel your booking where you are at fault, we reserve our legal rights in respect of your breach of contract.

**Events outside our control**

We may also cancel your booking if an event outside of our control (including but not limited to industrial action, an epidemic or pandemic, explosion, local public health guidance or guidance or direction made by Public Health England or equivalent body, fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In this case we will contact you to let you know as soon as possible and:

- if you have already paid for your room, we will refund your payment to you; or
- if you have not yet paid for your room, you will not have to make any payment to us.

Save as set out above, we will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by an event outside of our control but we will make reasonable efforts to mitigate any effects.

This does not affect your statutory rights.

**Arrival and departure**
Rooms are available from 3pm on the arrival date unless as otherwise notified by us in writing prior to your arrival.

Unless as otherwise notified by us in writing prior to your arrival, as a general rule guests' check-out time is **9am** on the day of departure during the week and **11am** on the day of departure at weekends. Upon check-out guests will be requested to return room keys to reception and settle their account(s).

**During the week** guests may sometimes check-out free of charge as late as **11am**, subject to advance request and approval by the Hotel. If you wish to check-out between 11am-2pm, an additional charge of £25 will apply to your room rate.

**During weekends** guests may sometimes check-out free of charge as late as **12pm**, subject to advance request and approval by the Hotel. If you wish to check out between 12pm-2pm, an additional charge of £25 will apply to your room rate.

Any **late checkouts after 2pm** on any day will result in the additional full night's rate being applied to your account.

**Expectations of you (and your group)**
During your stay with us we expect that you will:

- be respectful to hotel staff and other guests
- treat your room with respect and alert hotel staff to any damage caused by you
- not smoke in your room or anywhere on the premises
- not engage in any activity that poses a risk of damage or potential fire risk to the bedroom or property
- keep noise to a minimum at all times
- not engage in any threatening or violent behaviour whatsoever
- not engage in any activities in breach of applicable law, relevant restrictions or guidelines imposed by government or local authorities

If you or your group fail to comply with our Expectations, cause damage to The Hotel, or distress or inconvenience to other guests or damage to their property, or you otherwise breach any of these terms and conditions, The University reserves the right to:

- cancel your booking with immediate effect and (if appropriate) require you to leave the premises;
- retain all sums paid by you and/or charge you the full amount of your booking; and/or
- refuse future bookings from you and/or refuse you entry or accommodation at The Hotel.
- charge your credit or debit card (under pre-authorisation or otherwise) or invoice you for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

The University will not be liable for any refund or compensation in such circumstances.

**Immigration and Guest Record Requirements (Hotel Records Order 1972)**

We are legally required under the **Immigration (Hotel Records) Order 1972** to collect and retain certain information about all guests who stay at the hotel.

- For **all guests**, we must record:
  - Full name
  - Nationality
- For **all guests who are not British, Irish, or Commonwealth citizens**, we are additionally required to record:
- Passport number and place of issue (or other valid travel document details)
- Next destination (including full address) after leaving the hotel

This information must be provided at check-in and may be requested again if incomplete. We are legally required to retain these records for at least **12 months** and make them available to the relevant authorities upon request. By completing your registration, you confirm that the information you provide is accurate and agree to these statutory requirements.

**Infectious or Communicable Diseases**

You must contact us immediately if you or any person staying with you is required to self-isolate, or ought reasonably to be self-isolating, in compliance with any applicable law, public health guidance, or instructions issued by a competent authority relating to infectious or communicable diseases. We reserve the right, at our discretion, to cancel any reservation (whether before or during a stay) where it appears that the purpose of the booking is self-isolation, or where permitting the stay would pose a risk to the health, safety, or welfare of students, other guests or staff. Where we cancel a reservation under this clause, our liability to you will be limited to a refund of any unused nights.

## General

***Your information***

We respect your privacy and we are committed to protecting your personal data. We will process your personal data in accordance with the General Data Protection Regulation (EU) 2016/679 and our Privacy Policy, which is at http://www.reading.ac.uk/15/about/aboutprivacy.aspx.

***The contract***

**Your rights**

If you are a non-business customer you have certain rights under consumer protection legislation. Nothing in these terms and conditions is intended to affect those rights.

**Our liability**

We will be responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage suffered by you which is a foreseeable result of us breaking this contract or failing to use reasonable care and skill but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if at the time the contract was made, both you and we knew it might happen, for example, if the loss or damage was discussed between us.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the services including the right to receive services which are as described and supplied with reasonable skill and care.

We shall not be liable and expressly exclude liability to the fullest extent allowed by law damage to, theft and/or loss of your property unless caused by the negligence of the University or its officers, employees or agents.

We shall not be liable and expressly exclude liability to the fullest extent permitted by law for any loss of profit, loss of business, business interruption, or loss of business opportunity.

**Applicable law**

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by and construed in accordance with English law.

If you are a consumer you and we both agree that the courts of England and Wales will have non-exclusive jurisdiction over any claim arising from, or related to your booking and/or stay at The Hotel.

We retain the right to bring proceedings against you for breach of these terms and conditions in your country of residence or any other relevant country. If you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are resident of Scotland, you may also bring proceedings in Scotland.

**Severability**

If any part of these terms and conditions is deemed invalid, illegal or for any reason unenforceable then that part will be deemed deleted and will not affect the validity and enforceability of the remaining parts. Any failure by us to enforce our rights or remedies under these terms and conditions or otherwise shall not be construed as a waiver by us of those or any other rights or remedies.

All rights not expressly granted in these terms and conditions are reserved.

**Contact us**

If you require further information or have any questions regarding our website or these terms and conditions, then please use the contact details below:

Email: reception@henley.ac.uk
Telephone: 01491 418854