

## **Warwick Summer School 2024 Accommodation Bookings**

The following are the terms and conditions which apply to the Warwick Summer School accommodation booking between “you”, and the University of Warwick (“we”, “us”, “our”, etc.), whose administrative offices are at University House, Kirby Corner Road, Coventry CV4 8UW.

Please read these terms and conditions carefully before you book and pay for your Warwick Summer School accommodation. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

### **1. Who is this contract between?**

The contract is between us and you, not any other person or organisation. You accept responsibility for paying all charges as set out when you make the booking and payment on our website. The Booking Contract is personal to you and you may not transfer your rights under this contract to any other person, or organisation.

### **2. How to contact us**

You can contact us by emailing [wssadmissions@warwick.ac.uk](mailto:wssadmissions@warwick.ac.uk) for the Warwick Summer School, Warwick Foundation Studies, University of Warwick, New Education Building, Westwood, Coventry, CV4 7AL.

If we have to contact you, we will do so by email at the email address you provided to us in your online booking.

### **3. Confirming your booking**

Your booking becomes confirmed and a contract between us comes into existence, based on these terms and conditions, upon receipt by us of your online booking and payment. The booking will state the accommodation, number of nights booked and the catering package which you have booked e.g., room only, bed and breakfast or half board, and it will include a clear statement of any other arrangements which have been agreed between you and us e.g., extra nights.

When you confirm a booking, you agree to pay all the charges for Services set out on the website and booking confirmation email, unless these are changed or cancelled under the terms of clauses 5, 6, 8, 9 or 10 below.

### **4. Price and paying**

The price for the accommodation will be the price stated on the website and on the booking form.

You will be asked to make full payment for your accommodation/catering package when you book online. If you cannot make a card payment, you will be able to pay via bank transfer and should contact us for the details. Your booking is only confirmed once we receive payment by either method.

### **5. Changing your booking**

If you would like to change your booking after payment you should contact us via email ([wss@warwick.ac.uk](mailto:wss@warwick.ac.uk)). Changes are at our discretion. The new confirmation will become the new booking contract and any alterations will only be confirmed upon receipt of any additional payments where applicable.

### **6. Cancelling all or part of your booking**

There are no refunds once you have made your booking and payment. Therefore, you should ensure you can definitely attend before booking and paying for your accommodation (including travel to the UK and ant entry clearance requirements).

The only exception to this is if you cannot attend the Summer School for medical reasons. To obtain a refund in this case, you must provide written notice via email ([wss@warwick.ac.uk](mailto:wss@warwick.ac.uk)) of cancellation prior to the programme commencement date and medical evidence that you are unable to attend the course. Please note that no refunds can be given on medical grounds once the programme has commenced.

## **7. Confirming your requirements**

You will be asked to confirm any access, dietary requirements, or special arrangements at the time of making your booking. You are responsible for ensuring the accuracy of this information and should inform us of any changes to this as soon as possible. We will endeavour to accommodate reasonable requests and will inform you via email in the event that any requests cannot be accommodated.

## **8. Our rights to end the Booking Contract**

We may end the Booking Contract for the Services at any time by writing to you if:

- you do not make any payment to us when it is due
- you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services

If we end the contract in the situations set out in this clause, we will refund any money you have paid in advance for the services we have not provided.

## **9. Changes or cancellations by us because of events beyond our control**

Our liability: we will not be liable and have the right to alter or cancel any booking as outlined in the booking confirmation email that we cannot keep for reasons beyond our control including (but not limited to) act(s) of God, flood, drought, earthquake or other natural disaster, epidemic or pandemic (including any related non-performance of a supplier/sub-contractor other than a companies in our group) terrorist attack, riots, war (including the threat of or preparation for war), imposition of sanctions, breaking off of diplomatic relations, chemical or biological contamination, interruption or failure of utility service(s), any law or action taken by a government or public authority (including imposing an export or import restriction), collapse of building, fire, explosion and accident, and any labour or trade disputes (including strikes and/or industrial action).

Should we need to alter or cancel your booking, we will contact you as soon as possible and will use all reasonable efforts to offer you an alternative booking. If you do not wish to accept an alternative booking or wish to cancel your booking, you must notify us within five (5) working days of our contacting you about the need to alter or cancel your booking. Where you wish to accept an alternative booking, we will use your payment towards that alternative booking.

## **10. Changes to room allocations and other changes**

To meet the needs of as many students as possible, we may alter the meeting rooms, dining rooms or residential accommodation allocated to you provided that this does not adversely affect the services. There will be no extra charge to you if we change your room allocations.

We may make minor changes to the services provided under this agreement to reflect changes in relevant laws and regulatory requirements and to implement minor technical adjustments and improvements.

## **11. Arrival and departure times**

Bedrooms will be available from 3pm on the day you arrive, and must be vacated by 9.30am on the day you are leaving, unless you arrange otherwise in writing with us as we may charge you for extra costs incurred because of failure to leave rooms on time.

## **12. Animals and pets**

Please make sure that the members of your party know that no animals or pets of any kind, except assistance dogs, are allowed on buildings and facilities owned or controlled by us that we make available to you for the event (the "Premises").

## **13. Behaviour on our Premises**

You must make sure that you, and anyone visiting you at the Premises behave in such a way that they do not cause a nuisance or unreasonable disruption to us, our members or employees, or to any other visitor to the Premises.

You agree that you will comply with our Ordinances, Regulations and Rules, in particular: Ordinance 17 on parking and traffic;

You agree to pay us for any loss or liability of any kind to any person and/or suffered and/or incurred by us which results from you, any member of your party or person visiting you at the University failing to obey any University Ordinance, Regulation and/or Rule or otherwise.

Certain bodies can claim eligible body status and thereby we may, at our discretion, and on receipt from you of a declaration of your eligibility, exempt the supply with regard to the value added tax (VAT). We reserve the right to recover any VAT that should have been charged to customers who have incorrectly declared themselves to be eligible for exemption.

## **14. Damage/loss of property, and removal of waste**

We shall not be liable for any damage or loss to property, valuables or money resulting from information provided by us or any agent or employee acting for us save where such loss or damage is caused by a wilful or negligent act of such person. Whilst we use all reasonable endeavours to ensure the safety of all persons and their property on the Premises no responsibility is accepted by us or our servants, agents or representatives for the care of property of any description including money, valuables, luggage, clothing or motor vehicles belonging to you, members of your party, visitors and/or guests save where such loss or damage is caused by our wilful or negligent act. You are responsible for ensuring that all rooms relating to your party are locked when not in use and that all members of your group take all money and valuables with them.

You will be responsible for meeting all reasonable removal and storage charges if items of property and belongings are left on the Premises. We will not accept any responsibility for loss or damage to any items left as such. In any event, we will not keep any items for longer than one (1) month, after which they will be disposed of. You will be invoiced for any reasonable charges and costs incurred by us to remove such items from the Premises.

## **15. Our responsibility for loss or damage suffered by you if you are a consumer**

If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill.

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; and for breach of your legal rights in relation to the Services.

## **16. Data Protection**

**Where you are a consumer:** we are the data controller of the personal information you provide to us. Our Data Protection Officer can be contacted at [dpo@warwick.ac.uk](mailto:dpo@warwick.ac.uk).

We will use the personal information you provide to us:

- for the purposes of supplying the Services to you, we will be relying on Article 6.1 (b) of the GDPR for processing your Personal Data namely for the performance of a contract
- to process your payment for the Services we will be relying on Article 6.1 (b) of the GDPR for processing your Personal Data namely for the performance of a contract; and
- we will only contact you if you have consented to receiving further communications from us, to give you information about similar products or services that we provide, but you may stop receiving this at any time by contacting us using the contact details outlined in paragraph 29. The University will be relying on Article 6.1 (a) of the GDPR for processing your Personal Data namely your consent.

We will only share your personal information with third parties where required by law.

Please see the links below for copies of the Privacy Notices we are legally required to provide which outlines details of how we use and process your Personal Data:

<https://warwick.ac.uk/services/conferences/terms/privacy-notice.pdf>

<https://warwick.ac.uk/services/legalandcomplianceservices/dataprotection/privacynotices/student-privacy/>

#### **17. If there is a problem with the Services**

If you have any questions or complaints about the Services, please contact us by calling our customer service team at 02476 523222 or by writing to us at [conferences@warwick.ac.uk](mailto:conferences@warwick.ac.uk), Sales & Marketing, Warwick Conferences, University of Warwick, The Beehive, Westwood Way, Westwood Business Park, Coventry, CV4 8JE.

#### **18. If you are a consumer:**

These terms are governed by English law and you can bring legal proceedings in respect of the Services in the English courts. If you live in Scotland you can bring legal proceedings in respect of the Services in either the Scottish or the English courts. If you live in Northern Ireland You can bring legal proceedings in respect of the Services in either the Northern Irish or the English courts.

Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are a consumer and are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to Centre for Effective Dispute Resolution ('CEDR') via their website at [www.cedr.com](http://www.cedr.com). CEDR will not charge you for making a complaint and if you are not satisfied with the outcome, you can still bring legal proceedings. In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform.