

TERMS AND CONDITIONS

Your Booking

The particulars of your booking are detailed in your confirmation. Your booking is made subject to the terms in this paper which also gives some information about ETC Residence. Even if your booking is for six or more people, our terms and conditions will apply.

Deposit

Accommodation is offered subject to availability at the time of receiving the booking.

A credit card authorisation of £200 is required on arrival to act as a deposit, which will be kept until your departure date. If no credit card is available, an alternative will be requested. We require at least 1 week of accommodation to be paid at the time of booking. We can only secure accommodation with full payment of the accommodation period required.

When you book with us, you accept responsibility for any damage or loss caused by you. Full payment for any such damage or loss must be paid direct at the time to the residence. ETC Residence reserves the right to charge your credit card for any unpaid damage or loss caused.

Cancellation by you

Clients should notify ETC of intended cancellation of their booking at least 21 days before their course is due to begin. Any refunds will be given at the sole discretion of the Director and any documents issued by ETC must be returned in order to obtain this refund.

If a student wishes to cancel an enrolment less than 21 days before the start of a course, a minimum of 4 weeks of accommodation fees are payable to ETC.

Cancellation charges also apply where a cancellation results in under occupancy of a room (e.g. one person in a twin room).

A 'cooling off' period of 14 days after the booking has been made is in place, where clients may request a full refund; no refunds are given once a student has moved in to the ETC Residence. If a student leaves the ETC Residence early a credit will be placed on their account for them to redeem their residence booking at a later date (subject to availability), valid for up to a year from the date of issue.

Cancellation by us

In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so. You may:

- a) accept the changed arrangements as notified,
- b) make an alternative arrangement with us or
- c) cancel your reservation and receive a full refund of all monies you have paid to us in respect of this reservation.

ETC Residence reserves the right at any time to terminate your stay due to misconduct, where justified in our reasonable opinion. No refunds will be given. Furthermore, ETC Residence shall not be under any obligation whatsoever to pay compensation or meet any costs or expenses you may incur as a result of your stay being terminated.

Changes by you

You may want to change room. We reserve the right to decide if it is possible for you to move or not. Changes are subject to availability. Please speak to a member of the staff, who will then speak to the manager.

Payment

We request full payment at least 4 weeks before the arrival date. Rooms can only be reserved for the period which has been paid for in full. Students may lose their room or may have to change accommodation if payment has not been received for their booking(s).

Payment of incidental extras (e.g. snacks, laundry service, etc.) must be made directly to the residence before your departure.

Extending Accommodation

Students extending their accommodation may be required to change room or accommodation if their room is no longer available.

Rooms

All rooms have en-suite facilities. Personal toiletries and towels are not provided, but supplies of some items are available for purchase at ETC Residence Reception.

If you have any special requirements particularly in relation to mobility or special en-suite facilities please let us know at the time of booking.

ETC Residence reserves the right to place students in the most suitable available room. Whilst every effort is made to place students of different nationalities in rooms, this may not be possible during our peak booking periods.

Check In & Departure

Rooms are normally available from 14:00 on the day of arrival and must be vacated by 10:00 on the day of departure. If you wish to arrive earlier or depart later then you can normally leave your luggage at the residence. Luggage is left at owner's risk.

Reception Hours

ETC Residence reception is generally open 24 hours. During the afternoon please enquire at ETC school reception if ETC Residence Reception is unattended. During the evening please enquire at the door bell if reception is unattended.

A night porter is on duty every night to facilitate late arrivals, early departures and other requests arising during the night.

Gratuities Policy

Gratuities are left to the discretion of the guest and no service charges are included. Any gratuities left at reception are distributed fairly and in full to the staff.

Going out in the evening

ETC Residence reserves the right to cancel your booking due to misbehaviour or misconduct. There will not be any refund.

You must respect that there are more students at the residence. Please do not be too loud after 21:00.

For security reasons, only residents are allowed to sleep in ETC Residence. Any unauthorised guest will be considered as a threat and you will have to pay a fine. You could be expelled from the ETC Residence with no refund payable.

No Smoking

In accordance with legislation ETC Residence is an entirely smoke free premise and smoking is not permitted anywhere within the building. A charge of £100 to cover cleaning and loss of business will be charged to any guest who smokes on the premises.

A smoking area has been allocated outside the building, at the right side of the car park.

Drugs and Alcohol

You must not use any illegal drugs including cannabis, ecstasy, LSD or amphetamines. If we found any evidence of drugs within your room, we reserve the right to inform the Police and Immigration officers and you will be expelled from ETC Residence and school without a refund.

Alcohol is forbidden within the residence premises. Any alcohol found in your room will be confiscated.

ETC Residence reserves the right to cancel your booking due to misbehaviour or misconduct with no refund payable.

Breakfast

Please let us know when booking if you have any special dietary requirements. There is a £20 per week supplement payable for any such requirements.

Meals are normally served between the following times but this is subject to variation without notice when we need to accommodate the requirements of a particular group.

	Monday – Friday	Weekends
Breakfast	8:15am - 9am	8:30am - 9:30 am