

# **GROUPS**

## **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 your booking is for six or more people, our terms and conditions will apply too.

### **Deposit**

Accommodation is offered subject to availability at the time of receiving confirmation and payment of a non-refundable deposit. The amount of the deposit is 20% of the cost of the stay and this amount will be deducted from your final account.

Credit card guarantee is required at the time of the booking and it will be kept until your departure date.

When you book with us, you accept responsibility for any damage or loss caused by you or any member of your party. 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**

You may cancel your trip at any time prior arrival. Cancellations must be received in writing. A cancellation charge will apply as follows:

Cancellation notice before arrival date - Amount of cancellation charge:

- Up to 8 weeks: 20% of accommodation cost (normally lost of deposit)
- 8 weeks – 2 months: 30%
- 6 weeks – 1 month and a half: 50%
- 4 weeks – 1 month: 100%

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

Group leaders, students and parents/legal guardians should be aware of our cancellation charges.

In the unlikely event that you have decided to cancel your reservation after your arrival, we reserve the right to decide whether a refund should be payable.

### **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 or that of any member of your party due to misconduct, where justified in our reasonable opinion. No refunds will be given. Furthermore, ETC Residence shall 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 payment of the balance minimum one month before the arrival date.

- Deposit of 20% to be paid at the time of the booking.
- 50% of accommodation cost to be paid up to 8 weeks prior arrival.
- 30% of accommodation cost to be paid up to 5 weeks prior arrival.

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

### **Rooms**

All rooms have en-suite facilities and towels. Personal toiletries are not provided but supplies of some items are available at 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.

Group leaders must check manifest and ensure accommodation arrangements are correct up to 4 weeks prior arrival. Otherwise, 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 2pm on the day of arrival and must be vacated by 10am on the day of departure. If you wish to arrive earlier or depart later then you can normally leave your luggage at the residence.

Group leaders must ensure all passports or European ID cards are handed into reception to be copied. They also must provide a list with the contact details of all students parents or legal guardians.

## **Reception Hours**

ETC Residence reception is generally open 24 hours. During the afternoon please enquire at ETC school reception if 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 9:00pm.

For security reasons, only residents are allowed to sleep in ETC Residence. Any unauthorised guest will be considered as threat and you will have to pay a fine. You could be expelled from the residence and there will not be any refund.

## **No Smoking**

In accordance with legislation ETC Residence is 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.

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. There will not be any refund.

## **Food and Drink**

Our menu offers a good choose of traditional home cooked English dishes and International dishes. At least one vegetarian option is normally available. Please let us know when booking if you have any special dietary 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 to Friday	Weekend
Breakfast	8:15am - 9am	8:30am - 9:30 am
Lunch	12:30pm - 1:30 pm	
Dinner	6:30pm - 7:30pm	6:30pm - 7:30pm

Earlier or later meals can normally be arranged. Please let us know as soon as possible if this is necessary. No allowance is made for inclusive meals not taken.

Meals will generally be taken at the residence student lounge and the school cafeteria. However, we reserve the right to offer only certain meals when small numbers of guests are dining.

Only food and drink purchased from the residence or school may be consumed on the premises (including the school patio). In particular, for the comfort of other guests, we do not allow take-away food to be consumed in the residence bedrooms.

Cold bar snacks are available from reception.

## **Cleaning Service**

ETC Residence provides a weekly cleaning service. We reserve the right to decide if your room is suitable for cleaning. Please ensure your room is tidy and the floor and bed are clear.

We cannot provide any special cleaning service. If you miss the cleaning you will have to wait until next week.

### **Laundry Service**

ETC Residence cannot accept any liability if any items are damaged during the laundry service. Please ensure you mix the correct items.

### **Security**

The management does not accept responsibility for the loss of money or valuables unless they are deposited in the residence safe and a receipt issued by the residence. In such cases cover for valuables is limited to that provided by the residence's insurance cover and the residence management accepts no responsibility for valuables over this limit.

### **Complaints and Problems**

In the event that you have the reason to complain or experience any problems with your stay at ETC Residence, you must immediately inform at reception. Any verbal notification must be put in writing. If you have any complaints concerning any services we provide, you must inform us straight away in writing and in any event within 28 days of the end of your stay.

### **Website and Pricing details**

Please note, the information and prices shown on ETC International College website may have changed by the time you come to book. You must therefore ensure you check all details of your chosen arrangements (including the price) with us at the time of booking.

### **Data protection**

We would like to bring to your attention that, as you have made a confirmed booking with us, we will be holding your name and address in our records for administration and accounting purposes.