

HUB accommodation is provided over five floors with lift access to the first three floors.

We do not provide a porter service.

Conditions of Booking – En Suite Accommodation

1. The College requires pre-payment in full on booking.
2. Payment will be taken if no notification has been received 48 hours prior to arrival of cancellation should a guest fail to take up the booking.
3. The College accepts no responsibility for the death of, or injury to, your guests or for any loss of, or damage to, their personal effects while on College premises. Vehicles and their contents are left on College premises entirely at the owner's risk.
4. The following cancellation charges will apply:
 - i. £30 Prior to 48 hours notice an administration charge will be applied
 - ii. 100% Within 48 hours of arrival

General Booking Conditions

1. Royal Holloway has the right to expel you, members of your party and anyone visiting you at RHBNC immediately for bad behaviour or malicious or wanton damage to RHBNC, its members or employees or to any other visitor to RHBNC.
2. Malicious damage to the property or non compliance of fire regulations can result in guests being asked to vacate the premises.
3. All fire regulations MUST be adhered to within the accommodation blocks at all times.
4. Royal Holloway does not accept liability for;
 - a. Failure to provide any of the services contracted and reserves the right to alter or cancel any booking due to circumstances beyond our control, including but not limited to industrial action, postal communications, flooding, storm supply of gas, electricity and water, fire alarm evacuation, or any act of God. If this happens Facilities Management will use all reasonable efforts to offer alternative services.
 - b. Accident, injury or damage to the Client, their guests, contractors and agents, or their respective property due to their own actions, neglect or actions of others.
5. Special Need provision should be notified at time of booking, as the RHBNC site may not be suitable for all special need requirements.
6. Please make sure that all members of your party know that no animals or pets of any kind **except** support and assistance dogs are allowed on RHBNC premises.
7. Check-in for all holiday accommodation is from 2pm on day of arrival and check-out time is by 10am on day of departure. Late departure may result in an additional charge being levied (50% of the overnight rate).
8. The property should be left in decent order and any breakages notified before departure.
9. Charges will be made for malicious damage to RHUL property or unreasonable wear & tear over the period of let.
10. Family room capacity is sold as 3 adults or 2 adults and 2 children under 12 years old.

Royal Holloway, University of London operates a **NO SMOKING** policy, except in limited designated areas.