

## STIRLING VENUES TERMS & CONDITIONS – ACCOMMODATION

These are the terms and conditions that apply when you reserve your accommodation with the University of Stirling trading as Stirling Venues (“Stirling Venues”).

You will be asked to confirm your acceptance of these terms and conditions when you make a reservation either on-line or by telephone.

Stirling Venues reserve the right to amend these terms and conditions at any time and you should therefore check them each time you make a reservation. The terms and conditions will be those in place on the date that you make your reservation either using one of our digital channels or by telephone.

## YOUR BOOKING

To make a booking you must be at least 18 years old and accept these terms and conditions on behalf of all members of the party and accept responsibility to settle all outstanding balances.

If you are booking on-line please check that the details of your reservation are complete and accurate before you confirm your reservation. Stirling Venues will not be liable for any delay or non-performance if you provide us with incorrect information.

We will confirm acceptance of your reservation by sending you an email to the email address that you provide during the sales process (on-line or telephone). The contract for your accommodation and any additional services added to your reservation will be formed when you receive the confirmation email/letter from us.

All bookings are for holiday/business letting only and do not entitle clients to any protection under The Housing (Scotland) Act 1988 and no tenancy is created by this agreement.

### Group Bookings

A booking of over 9 rooms is usually considered a group booking. If you wish to make a group booking please call our sales team on 01786 466000 or email [stirlingvenues@stir.ac.uk](mailto:stirlingvenues@stir.ac.uk). If you make a group booking additional terms and conditions will apply and will be issued to you at time of purchase.

## ACCOMMODATION RATES AND PAYMENT

### Rates

At Stirling Venues we adopt dynamic pricing for the Stirling Court hotel, Willow Court and Beech Court and our prices may fluctuate based on demand. The price you pay is the price quoted to you or published on our website at the time you make your reservation.

All rates include VAT at the prevailing rate when your booking was made and are subject to change without notice.

High Chairs and Travel Cots (with bedding) can be hired at an additional cost of £10 per week. Guests are strongly advised to pre book prior to arrival. (These items are available for children under 2 years.)

## Advance Purchase Rates

- All rates are advance purchase for non-group bookings.
- Full prepayment is required at the time of booking.
- This payment is non-refundable and cannot be exchanged for other reservation dates, accommodation, goods or services.
- Advance Purchase rates are better value than other more flexible rates as they cannot be refunded or transferred in the event of cancellation. You will require holiday insurance to receive your money back.

For group booking rates please contact our sales team on 01786 466000 to discuss your options.

## Methods of Payment

1. On-line bookings
  - For on-line bookings Stirling Venues accepts payment by credit/debit card only: Visa, MasterCard, Visa Delta, Maestro
  - Full pre-payment will be taken at the time of booking. This cannot be refunded or transferred in the event of cancellation.
2. Telephone bookings
  - Credit/Debit card: Visa, MasterCard, Visa Delta, Maestro
    - o Full Credit Card details are required at time of booking
    - o All cards will be charged for your full stay within 72 hours of making the booking
    - o Credit cards which are unable to be charged will result in the reservation being null and void
  - Cheque (in pounds sterling) made payable to the University of Stirling
  - Cash in Sterling (in person prior to booking being confirmed)
  - Bank Transfer

## CANCELLATION

Advanced Purchase Rates cannot be refunded or transferred in the event of cancellation.

## CHECK IN AND CHECK OUT

- **Stirling Court Hotel only:** You can check in from 2pm on the day of arrival and check out is 10am on the day of departure, unless specific alternative arrangements have been agreed with Stirling Venues.
- **All other guest accommodation:** You can check in from 3pm on the scheduled date of arrival and check out is 10am on the day of departure, unless specific alternative arrangements have been agreed with Stirling Venues.

## ACCESSIBILITY

Most Stirling Venue accommodation has rooms which are adapted for guests with disabilities. Guests are requested to stipulate at time of booking, if disabled access is required.

## ACCOMMODATION TERMS

1. You must not exceed the maximum occupancy for the accommodation allocated to you:
  - Stirling Court Hotel Double Room – maximum occupancy 2 adults or 2 adults and one child under 16 (depending on space available in the room)
  - Stirling Court Hotel twin room – maximum occupancy 2 adults and one child under 16 (depending on space available in the room)
  - Stirling Court Family Rooms (where available) can accommodate two adults and one child (under the age of 16)
  - Willow Court and Beech Court standard room – double or single occupancy based on booking
  - Willow Court and Beech Court studio – double or single occupancy
  - Chalet - maximum 6
  - Flat – depending on number of rooms, one per room
2. No liability or responsibility is accepted by Stirling Venues for the safety of or damage to or loss of the personal property of guests or other visitors or for the damage to or loss from their vehicles except to the extent that such liability may result from Stirling Venues staff's negligence. This particularly applies where 'left luggage' is deposited in public areas within Stirling Venues properties.
3. Guests of each property will be liable for any loss or damage to Stirling Venues property, with the exception of fair wear and tear.
4. Keys not returned at the end of the stay will be charge to the guest at the rate of £30 including VAT per key. Room cards not returned at the end of the stay will be charged at £10 including VAT.
5. Fire regulations require that maximum occupancy levels for accommodations must not be exceeded under any circumstances. Where it is found that maximum occupancy levels are being exceeded, Stirling Venues reserves the right to insist that those in breach of maximum occupancy levels vacate the accommodation.
6. In compliance with the Smoking, Health & Social Care (Scotland) Act 2005, Stirling Venues operate a strict No Smoking policy. Smoking is therefore prohibited throughout all venues including bedrooms.
7. We regret that pets, other than Guide Dogs, are not allowed in Stirling Venue properties.
8. All guests are requested to respect the feelings of other visitors to Stirling Venues and not cause any unreasonable disturbance to our other guests or any Stirling Venues staff.
9. Candles and similar burning or smouldering materials, lit or unlit, are forbidden in all Stirling Venue accommodations.
10. Guests are not permitted to carry out any alternations to accommodation during their stay.
11. Guests are required to allow Stirling Venue housekeeping staff to gain access to their accommodation during their stay. Staff generally carry out their duties between 9am and 1pm however access may be required at other times.
12. In self-catering accommodations guests are required to ensure that the following is in place prior to departure: all crockery, cutlery and kitchenware is washed, dried and stored appropriately. All rubbish is placed in sealed bags. All foodstuffs are removed and food storage areas are left clean and tidy.

13. Should any difficulties arise in connection with your accommodation, please inform reception staff as soon as possible in order that the situation may be resolved quickly
14. You and the members of your party must not resell or transfer your reservation (or any part of it) nor advertise, market or otherwise offer Stirling Venues accommodation for sale either on its own or as part of a combined offer. Stirling Venues will not honour any reservations made in this way and does not accept any liability for doing so. If you are a Tour Operator and wish to book rooms at a Stirling Venues accommodation you should contact [stirlingvenues@stir.ac.uk](mailto:stirlingvenues@stir.ac.uk)
15. If you or your party cause damage or loss of any kind to a Stirling Venues accommodation, other guests or their property, you (as the person making the booking) will be responsible for that damage or loss and you shall be liable to pay Stirling Venues on demand the amount required to make good or remedy such damage or loss.
16. If you or your party cause damage to the venue, other guests of the property, or otherwise breach any of these terms and conditions, Stirling Venues reserves the right to:
  - a. cancel your reservation with immediate effect and (if appropriate) eject you from Stirling Venues premises
  - b. retain all sums paid by you
  - c. refuse future reservations from you and/or refuse you entry or accommodation at any of our venues.
  - d. Stirling Venues will not be liable for any refund or compensation in such circumstances.

## GENERAL

### The Contract

Stirling Venues sells all accommodations and extras to you subject to these terms and conditions.

A contract is formed between Stirling Venues and you when we confirm your reservation/we issue you with a confirmation number for your accommodation and extras (if applicable). No other person shall have any rights to enforce any of its terms, whether under the Contracts (rights of third Parties Act) 1999 or otherwise.

No booking shall be binding on Stirling Venues until we issue you with a confirmation number.

### Statutory 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.

### Data Protection

We process information about you that you provide when making a booking and/or upon check in at our venues in accordance with our data protection policy. By providing this information you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

### Stirling Venues Liability

If for any reason out with Stirling Venues' control, we are unable to provide the reserved accommodation or, indeed offer a suitable alternative, any monies will be refunded in full.



STIRLING VENUES

We do not accept liability for failure to meet any of our obligations where such failure is due to events beyond our reasonable control.

If we breach these terms and conditions for reasons within our control we shall only be liable for losses that are the direct losses and a reasonable foreseeable consequence of the breach.

Stirling Venues shall not be liable whether in contract, tort (including negligence) or for breach or statutory duty, or in any other way, for any indirect or consequential losses including: Loss of income, sales or revenue; loss of business; loss of profits or contracts; loss of data; loss of reputation and/or goodwill; wasted management or office time; business interruption; loss of anticipated savings

Where Stirling Venues is liable to you (save as prohibited by applicable law) our maximum liability to you whether in contract, tort (including negligence) or for breach of statutory duty shall in no event exceed the price of your reservation unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act.

### **Law**

These terms and conditions, their subject matter and formation (and any non-contractual disputes or claims) are governed by Scottish Law.

### **Changes to Terms**

Stirling Venues reserve the right to change these terms from time to time. The terms applicable to your Booking are those in force on the date of Booking (or amendment, as applicable).

### **CAR PARKING**

Car Parking is available free of charge at all locations from early June to early September. This is offered on a first come first served basis and on busy days may be limited. A pay and display system is in operation on our overspill car parks (excluding early June – early Sept). Please call Stirling Venues sales team to discuss your parking options.

### **CONTACT STIRLING VENUES**

If you have any questions or complaints in relation to your Booking or these terms and conditions please go to our website and click on the 'contact us' link and we will respond to you as quickly as possible, normally within 5 working days, email [stirlingvenues@stir.ac.uk](mailto:stirlingvenues@stir.ac.uk) or telephone 01786 466000.

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