



KX _____ Date _____
Receptionist _____
(Office use only)

HOTEL RESERVATION and CREDIT CARD AUTHORIZATION FORM

I, _____, hereby authorize "LANCASTER HOTEL" to charge my credit card account with the deposit (one night per room booked) or the full payment of my reservation in the amount of: (mark the correct)

Deposit Full amount £ _____

Type of Credit Card: _____ (American Express or Visa Electron not accepted)

Holder's Name: _____

Credit Card Number: _____ CVC Code: _____

Expiration Date: _____ If you would like us to retain your credit card details for future bookings, please tick this box

RESERVATION AT HOTEL LANCASTER

Rates at the time of this reservation (Confirm rates with your booking agent)

Lodge area (single bed with shower)	Suite area with breakfast and Spa use.
£43/ night only bedroom	£60/night single occupancy
£49/night with breakfast	£75/night double occupancy
	£85/night triple occupancy

(Twin, Double and Family rooms subject to availability)

Full Name: _____ Number of guests _____

Check In: ____ / ____ / 20 ____

Check Out: ____ / ____ / 20 ____

Number of Rooms: _____ Type of room/s _____

My email address: _____

My telephone number: _____ (include country code)

Your signature below will constitute a binding agreement for payment for the above specified charges as well as any damages incurred to room accommodations by guest or guest's acquaintances as well as any outstanding charge on the checkout date. *, **, ***

SIGNATURE: _____ DATE _____

*When typing your name or signing this box you are accepting our terms and conditions attached .
 **We will not pass on your personal or credit card details to any third parties.
 ***This document will be safely destroyed on the check out day.



Lancaster Hotel Terms & Conditions



Definitions:

The 'Lancaster Suite' and 'Lancaster Lodge' or 'We' and 'us' means Brunel University whose registered office is Kingston Lane, Uxbridge, Middlesex, UB8 3PH. The 'Client' and 'You' mean the organising body/company/person responsible for booking of and payment for the /accommodation/event.

The 'Contract' means written agreement between the 'University' and the 'Client' for a specific booking or series of bookings. The 'Terms & Conditions' will form part of the Contract together with any other Terms stated in the Contract.

Accommodation:

All Bedroom bookings must be guaranteed by a major credit or debit card or an internal transfer code in the case of an internal departmental corporate booking.

The Bedroom accommodation is available from 14:00 hours on the day of arrival and must be vacated by 10:00 hours on the day of departure (10:30 at weekends). You must check-out before the allocated time on the scheduled date of departure. If you wish to check-out later then you can do so by buying a late check-out extra at the time of booking. If you fail to check-out by the stipulated time, we will make an additional charge equivalent to the rack rate at that time, for one night's stay for the applicable room(s).

Availability of bedrooms at the rates shown on-line may be limited and/or restricted to certain periods. During major sporting or social events, major conferences or exhibitions, certain rates may not be available.

Breakfast

Breakfast will be served in the Restaurant area Monday to Friday from 07:00 to 09.30 am and Saturday, Sundays and Bank Holidays from 07:30 to 10:00 am.

All the rates in the Lancaster Suite include breakfast.

Breakfast needs to be booked in the Lancaster Lodge (ask for rates from our Reception Team)

Payments & Charges:

First night deposit is required to confirm a reservation. By booking you are authorising the debiting of a credit/debit card or internal Departmental transfer code provided.

We will take all reasonable steps to fulfil the reservation to the best of our ability and in accordance with the details provided, however we reserve the right to provide alternative services of at least equivalent standard at no additional cost to the client.

Whilst the University has taken reasonable steps to ensure that information contained within its brochures, tariffs, leaflets, website and other advertisement materials is accurate, it reserves the right to alter, substitute or withdraw any service, facility or amenity without notice if necessary.

Cancellations and Amendments:

In the unfortunate circumstances that you have to cancel or wish to postpone your booking the following will apply;

- A bedroom booking with less than 24 hour notice will be charged for the first night's accommodation per room booked
- If you book ten or more rooms for the same night this will be treated as a group booking. For group bookings we require 15 day notice of any cancellation or amendment. Bookings without sufficient notice will be charged for the first night's accommodation per room booked. Full guest details are required no less than 7 days from the commencement of the booking.
- No-shows' will be charged for the first night's accommodation per room booked. In this instance and should the reservation be for more than one night, the entire booking will be cancelled. A cancellation confirmation will be given and must be retained as proof of cancellation.

Driving/Parking:

The University campus is private land and drivers bring their vehicles to the campus at their own risk.

- The University accepts no responsibility or liability (whether such liability arises out of contract, tort, statutory duty or otherwise) for any loss or damage that occurs to any vehicle or its contents while that vehicle is on University land, whether with permission or not.
- Anyone wishing to bring a vehicle on to University property/land must register it with the University and obtain a vehicle permit." (Parking permits are available from Lancaster Reception).
- Visitors who bring a vehicle on to campus must abide by University speed limits and parking restrictions. Car parking is free with limited availability. Visitors should note that ticketing is in operation throughout the Campus and therefore should park in the designated spaces only.

Lancaster Spa Conditions of Use:

The term "Spa" refers to the Spa facility as a whole and includes the spa pool, plunge pool, sauna, steam room, the Spa building and any other facilities included therein. This is a private hire facility. We do not have life guards on duty and you are solely responsible for your behaviour and safety whilst using our Spa. We would draw to your attention the safety notices on the walls of the Spa.

Please also see the Safety Considerations and Contra-Indicators regarding medical complaints and guidelines on using the spa facilities. The Spa Pool operates at approximately 38 Degrees Celsius, the Sauna at approx. 100C, Steam Room at 45C approx., it is therefore important to limit the duration of your sessions and remain well hydrated.

- 1. Health.** Individuals who are pregnant, elderly or suffering from heart disease, diabetes, epilepsy, high or low blood pressure should not use the spa without prior medical consultation and permission from their doctor.
- 2. Opening hours.** The opening hours of the Spa are specific and not flexible. We reserve the right, if necessary in emergencies or for the purposes of repair or maintenance, to alter these hours. We will do all we can to notify you of any changes.
- 3. Numbers.** For your own safety and comfort there are strict limits to how many people should use each treatment at a time. These are as follows: Spa Pool (max 6); Plunge Pool (max 1); Sauna (max 4); Steam Room (max 8)
- 4. Children.** Children under 16 may not use the Spa at any time.
- 5. Charges.** Our normal rates are per person for each session in the Spa. Monthly membership is also available. Ask at reception for more details.
- 6. Sauna and showering.** It is important that you shower before and after use of the Spa. We use chlorine as an antibacterial agent, which can have a drying effect on the skin and hair. In addition, it is important that you shower after use of the sauna. This is both to remove any toxins from your skin (a natural effect of the sauna) and to help protect the spa equipment.
- 7. Food and drink.** Water is freely available in the Spa. You may not consume any food or drink (including sweets) in the spa facility other than that provided by us. You should never consume alcohol when using facilities such as a Sauna or Steam Room.
- 8. Electrical equipment.** Electrical equipment not provided by ourselves may not be taken or used in the Spa building at any time. This includes the use of mobile phones and photography of any kind.
- 9. Smoking.** The Spa is strictly non-smoking.
- 10. Cameras.** For your safety and security recorded CCTV operates at the Lancaster Suite and in the Spa area itself.
- 11. Check in and security.** You are required to check in and register prior to your session. You are responsible for your own behaviour and for the repair or reinstatement of any damage occasioned to our property in the course of your session. The person so named is also required to sign out when they leave the building at the end of the session.
- 12. Cleaning the Spa.** The Spa is cleaned daily with the main clean being outside opening times but there are occasions where we will need to clean certain areas or complete safety checks. During this time staff may briefly need to access the spa or changing rooms.
- 13. Controls.** The equipment controls are preset for your own safety and well being. The Spa runs on a cycle in order to maintain a cleaning program and will go to "standby" for a 10 minutes after each use of the jets. Anyone found tampering with the controls will be asked to leave. No refund will be given and a charge will be made for any damage caused.
- 14. Noise.** The Spa is designed to be an area of relaxation and therefore we ask that talking should be kept to a minimum. In the event of excessive noise you will be asked to leave.
- 15. Hair and dress.** Although the Spa is a mixed sex facility we ask that you use the correct designated changing rooms. We require all guests in the Spa to dress in a manner appropriate to the activity being engaged in. Long hair should be tied back and care should be taken not to block the filters or vents.
- 16. Behaviour.** This is an adult relaxation / fitness facility and the facility must be used appropriately. Users of the Spa may not run, jump or dive in the Spa area or facilities. We operate a zero tolerance policy towards rowdiness, rudeness and aggression of any kind. We reserve the right at all times to refuse entry to the Spa, or to remove any guest or party whose behaviour has caused us, our staff or our other guests concern. Such notice will be verbal and you are required in this case to leave immediately. No refund will be given.
- 17. Damage or accident.** Any damage to the Spa or facilities or other accident or injury must be reported to us immediately. Immediately means in this instance before you leave the building at the end of your session. Failure to do so will by necessity invalidate any later claim. The company can accept no liability for accident, injury or misadventure caused by your own actions. Guests are responsible for making their own insurance arrangements in respect of injuries suffered by them or their guests or to any third party.
- 18. Complaints.** We take the running of our business very seriously and we want to hear from you if you have any comments, good or bad, or recommendations for improvements. We can only improve if we listen to what our guests actually want! If you have a complaint or other comments please ask to speak to a member of staff.