

## **Website Terms and Conditions**

These terms and conditions (“Website Conditions of Use”) apply to your (“you” or “your”) use of the publicly accessible website which we, Stay Campus London LTD. (“we” “us” “our” or “SCL”) operate from the URLs “; (“Website”). By accessing and using the Website you agree to be bound by these Website Conditions of Use. If you do not agree with any part of these Website Conditions of Use, you must leave and may not access or use the Website. Please note that these Website Conditions of Use may be amended from time to time and you are responsible for checking the current version posted on the Website.

### **Website Use**

You may access and use the Website for your personal, non-commercial use on the terms and conditions outlined in this document. You may download to a local storage medium and print extracts from our Website without alteration. You may retrieve and display the content of the Website on a screen. You may also recopy downloaded extracts to others provided you do not do so for profit.

### **You may not:**

- copy or otherwise incorporate into or store the content of the Website in any other website, electronic retrieval system, publication or other work without our prior written permission. Requests for permission should be addressed to us in writing at our registered address.
- use the Website to send or distribute multiple unsolicited junk emails or messages, chain letters or otherwise interfere with or disrupt the Website or the networks through which you access and use them; and /or
- use any data mining; robots; or similar data gathering and extraction tools; meta tags or any “hidden text” which use our name or trademarks. Framing of the Website (in whole or in part) is not permitted without our prior written permission.

### **Copyright, trademarks and designs**

Copyright in the content of the Website is owned by us or by our content suppliers. In using, downloading, displaying, printing and/or storing the Website and its content you must ensure that:

- the text, images, graphics and documents made available or otherwise displayed on the Website are not modified in any way; and
- our copyright, trade mark, designs and other notices, and those of third parties which are used on the Website, appear in all copies and are not modified in any way. You may not use the names; logos, photographs, designs, slogans, service marks, trademarks; graphics; button icons; data compilations and/or software

used in the Website except as permitted in these Website Conditions of Use or by us in advance in writing.

## **Viruses**

Whilst we make all reasonable attempts to exclude viruses from the Website we cannot ensure such exclusion and no liability is accepted for damage caused through the downloading of viruses. We recommend you take all appropriate safeguards before downloading information from the Website.

## **Connectivity & Availability**

Whilst we make every effort to ensure the Website is available at all times, given the nature of the Internet, we cannot guarantee this will always be the case or that the Website will be fault or error free. If a fault occurs, please report it to us by contacting us here. Occasionally we may suspend or restrict access to the Website to allow us to carry out essential updating, maintenance and repairs. In these circumstances, we will endeavour to restore your access to the Website as soon as possible.

## **Encryption**

Although the Website uses encryption security software in areas where online payment details are accepted, the security of information and payments transmitted via the Internet cannot be guaranteed. Any losses incurred or sustained by you transmitting information by means of e-mail or other Internet links shall be borne solely and exclusively by you and in no event shall any such loss in whole or in part be borne by us or our agents.

## **“Cookies”**

Whenever you interact with the Website (including when you browse the Website, download information from it, submit booking or other requests online or use it to access Internet sites) we receive and store certain types of information about your visit using “cookies”. We describe how we use “cookies” in our Privacy Policy. The information we collect using “cookies” includes information which identifies the computer you use to access the Website, the date and time of your visit and the pages you visit. For further information on our use of “cookies” please refer to our Privacy Policy.

## **General Disclaimer**

The Website is intended to provide general information only. Before taking or refraining from taking any action in reliance on any information contained in any part of the Website, you should seek appropriate advice.

Whilst we have taken every precaution in compiling the Website we do not make any warranties, representations or undertakings relating to the Website or its content (including, without limitation, any as to its quality, accuracy, completeness or fitness for any particular purpose), or the content of any third party websites or Internet forums (“third party sites”) referred to or accessed by hypertext link from the Website.

We do not endorse or approve the content of any third party site and do not have any liability in connection with any of them (including, but not limited to, liability arising out of any allegation that the content of any third party site infringes any law or the rights of any person or entity). Links to third party sites are provided for your convenience only and you are solely responsible for evaluating the accuracy and completeness of any information contained on third party sites and the value and integrity of any goods and services offered by them.

Except as required by law, we shall not be liable for any losses or damages you incur or sustain whether in contract, tort (including negligence) or otherwise arising from your access to and/ or use of the Website, including reliance on information contained in the Website, or from any interruption or delay in access to the Website for whatever reason.

## **User Warranty and Indemnity**

You warrant that you will abide by these Website Conditions of Use and not use the Website, its contents or any part of it for any purpose that infringes the intellectual property rights of others, violates the privacy, publicity or personal rights of others or which you otherwise know is unlawful or in any matter which is defamatory, obscene, threatening, abusive or hateful.

You agree to indemnify us, our employees and agents, against all claims, liability, losses, damages and expenses (including without limitation, legal fees and costs arising out of or incurred as a result of any claims made against us, our employees and agents), resulting from your access to and/or use of the Website or any of their contents for whatever purpose, to the fullest extent permitted by law.

## **Miscellaneous**

If any provisions of these Website Conditions of Use are held to be invalid or unenforceable, the validity or enforceability of the remaining provisions shall not be affected.

These Website Conditions of Use constitute the entire agreement between us and you in respect of your access to and use of the Website and supersede any other communications between you and us in this regard.

### **Waiver**

If you breach these Website Conditions of Use and we take no action, we will still be entitled to use our rights and remedies subsequently and in other situations where you are in breach.

### **Support**

If you have any questions relating to our services, the Website or these Website Conditions of Use, please contact us here.

### **Governing Law and Jurisdiction**

These Website Conditions of Use are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the non-exclusive jurisdiction of the English courts, as do we.

### **Our Details**

The Website is owned and operated by Stay Campus London LTD.

Registered in the United Kingdom: 10994684

Registered Office: 18 Charcot Road, Colindale, London, NW9 5WU.

Last Updated: December 2017

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## **Booking Terms and Conditions**

### **Your Booking**

It is essential that you give us all the information we ask for and you must tell us if you have any medical conditions, allergies or dietary requirements, particularly if you have any serious difficulties with hearing, sight or mobility.

### **Conditions to Reservation**

To reserve, a 10% deposit is required within 7 days from receipt of the contract and invoice.

The remaining 90% balance needs to be paid 30 days before arrival (or by any specific date outlined in the contract) to complete the reservation. Late payments could lead to cancellation of the whole group allocation.

Stay Campus London Ltd agrees on 15% of flexibility on the number of rooms. 15% of the rooms can be released with no financial penalties only if communicated 3 months prior to arrival. A further 5% can be cancelled not later than 1 month prior to arrival.

Any proposed amendments are subject to agreement and are only valid once Stay Campus London Ltd written acknowledgement has been issued confirming such amendments or alternations.

The weekly rate includes all bills and utilities, wi-fi, linens upon arrivals, 1 towel per person, weekly cleaning and kitchen utensils in the room.

The catering includes hot meals. However, please note that on Saturday and Sunday we provide packed lunches only. Any special request must be made with at least 48 hours notice via email;

**info@staycampus.com**

A list of occupants should be sent to Stay Campus London Ltd no later than 14 days prior to arrival (unless agreed otherwise).

Any cancellations of the whole allocation must be notified in writing at least 6 months prior to the arrival date. Cancellations after this time is subject to a cancellation fee. We will withhold deposits in the event of cancellation by the booking agent.

We reserve the right to charge 50% for individual (per person) cancellations occurring between 30 and 45 days prior to arrival, and 75% for cancellations that occur 14 to 30 days prior to arrival. No shows and cancellations on the day of arrival will be charged at the full rate.

Please note that prices may be subject to alteration.

It is an expressed condition of the booking that the Company is relieved of liability for loss or damage to valuables left in bedrooms, on the premises or in motorized transport. This extends to loss or damage of motorized transport left in Stay Campus London premises.

On day of arrival, the check-in time is at 3 pm. On day of departure, rooms must be vacated by 10am and all room keys returned to reception; any extras are to be settled on the day of departure. Any lost keys will be charged £5 each.

Upon arrival in SCL Willesden, groups must pay a damage deposit of £200.

Travelcards can only be guaranteed if payed 1-month prior arrival. Once the order is made, these cannot be refunded.

Transfer do not include any extra service. For Meet & Greet or Check-in assistance, please book extra.

## **Insurance**

We strongly recommend that you travel with adequate insurance to cover expenses in case of emergency and fees and costs in case of cancellation or curtailment. Alternatively ask your Education Consultant or Educational Tour Operator for insurance information.

## **Force Majeure**

SCL is not liable for loss of tuition or other services due to factors outside our control. Refunds will not be made under these circumstances.

## **Opening Dates**

The school is open all year, except for all bank holidays, including Easter.

## **Complaints**

If you have a problem whilst you are in the school, let us know immediately so we can help you. The complaints procedure is detailed in the Student Handbook. Complaints can only be accepted during the time you are attending the school and not after you have completed your course.

## **Conduct**

For your own benefit and the benefit of your fellow students, you are expected to speak English at all times and behave respectfully to other students, staff and accommodation providers. In a multi-national environment, it is vital to respect cultural, racial and religious differences.

## **Photography**

Photographs or videos which are taken while you are here may be used for promotional reasons. If you do not wish us to use these images, please inform us in writing on or before your arrival at the school.'

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