

**The University of Bolton Guest Accommodation and Summer Visits**

Thank you for choosing the University of Bolton Halls of Residence for your accommodation. We look forward to welcoming you. By making this booking you and your party are entering into an agreement with us.

**Cancellation Policy for Individual Bookings/Single Rooms**

<b>Notice Period</b>	<b>Refund</b>
More than two weeks	100% (minus a £10 administration charge)
Two weeks to one week	75% (minus a £10 administration charge)
One week to one day	50% (minus a £10 administration charge)
Day in question	No refund

If you are booking the Halls for a party or for an organised event then the above information may not be applicable, please contact the Accommodation Team to find out about the Cancellation Policy applicable to your booking.

**No Show**

In the case of no-show, the full stay will be charged and your room will be released after the first day of your expected arrival.

**Relocation**

The University of Bolton operates a relocation policy. If a room is unavailable on arrival (except due to an event beyond our reasonable control – see force majeure) we will either provide a room in another flat/halls or if in our opinion there is no suitable alternative available, we will allow a cancellation of your booking and authorise a full refund.

**Availability**

Rooms are booked on a first come first served basis.

**Rooms**

All rooms are offered on a self catered basis only. Rooms are for single occupancy only and are often located in mixed sex flats. Guests have access to a communal kitchen and bathroom.

**Dates**

Guest accommodation is limited during the academic year. During the summer accommodation is only available in selected flats at each Orlando Village and The Hollins.

**The rate you pay**

All rates we advertise are accurate at the time of booking, but we reserve the right to change them at any time and without prior notice, depending on availability.

## **Groups and Parties**

If you are booking for a group or party you will have been given a rate which may differ to those advertised to individual bookings.

## **Paying for your accommodation**

Groups and Parties – full payment is normally required to confirm your booking, unless otherwise stated.

Individual Bookings – you will be provided with an invoice detailing how you can pay for your accommodation and when payments are due.

## **Check In and Check Out**

You can check in from 14:00 Monday to Friday on the scheduled day of your arrival. Halls staff will not be available during the summer for check-ins after 5:00 pm or on a Saturday or Sunday, if you are checking in during these times Security Staff will be available to assist you on your arrival and can check you in.

All guests are required to return their keys to the Wardens Lodge by 10:00 am on the morning of departure.

All guests will be charged £50 for failing to return their keys. If you fail to check out by the stipulated time, you will be charged for the equivalent nightly rate at the time. Under these circumstances, we also reserve the right to remove your property from your room without notice and place it in relevant storage.

## **Unauthorised Guests or Unacceptable Behaviour**

If you are found to let unauthorised people access to the Halls and are creating security problems, you will be evicted with immediate effect.

If your behaviour or the behaviour of a member of your group or party is deemed unacceptable you will be evicted with immediate effect. Unacceptable behaviour includes **(but is not confined to)**:

- Drunken, abusive and threatening behavior
- Unacceptable levels of noise – noise which can be heard outside the confines of your room
- Tampering with fire alarms and fire extinguishers
- Damage to (the fabric and fixtures) in Halls of Residence
- Behaviour that puts others at risk
- Smoking in non smoking area
- Drug misuse/distribution
- Allowing your visitors to disturb or upset other residents/guests

## **Damage and Replacement Keys**

In the event of damage caused by a guest or his/her visitor, the cost of that damage will be passed on to the paying guest.

In the event you lose your keys please let a member of Halls staff know, you will be invoiced £50 for a replacement set of keys.

### **Underage Guests**

You must be 18 years old at the time of booking. It is a condition of your booking with us that any person under the age of 18 must be accompanied by an adult whilst staying at the Halls. We reserve the right to refuse entry to persons under the age of 18 that are not accompanied by a responsible adult. Our staff have the right to ask any guest for photographic identification if they believe you to be under the age of 18.

### **Children**

All children are welcome. All children under the age of 2 should sleep in a travel cot which must be provided by you. The maximum capacity for travel cots in a room is one.

### **Pets**

No pets are allowed in the Halls of Residence except those registered to provide assistance to disabled people, such as guide dogs for the blind or hearing dogs for the deaf.

### **Smoking**

On 1<sup>st</sup> July, 2007 England introduced a law to make all enclosed public spaces smoke free. Smoking is NOT permitted by any guest or his/her visitors in any of the University accommodation. Guests or their visitors found smoking will be evicted from site.

### **Overnight Visitors**

Guests are not permitted to have overnight visitors.

### **Force Majeure**

The University of Bolton shall not be under any liability for failure to perform its obligation during any period of time, when such performance is prevented by circumstances beyond its reasonable control such as **(but not confined to)**:

- Acts of God, explosions, floods, fire or accident
- Strike, lockouts or other trade actions
- Bylaws, refusal to grant licences or permissions, prohibitions or measures of any kind on the part of the Governmental Authority

### **Luggage**

We accept no responsibility for any damage or loss of luggage stored on our premises. Any offer to store luggage is at the discretion of Halls staff.

### **Insurance**

The University of Bolton does not provide any insurance for your personal items whilst left in your bedroom or any other part of the building. Should you suffer a loss of any personal items, we ask that you report this to a member of Halls staff. This report does not constitute

in any part an insurance claim or offer of compensation. You are advised to have your own travel insurance.

### **Car Parking**

The University of Bolton takes no responsibility for your vehicle or the contents of your vehicle whilst on our premises. There are approximately 100 car parking spaces available at each hall; if spaces are available these are free to all guests. All visitors and guest are required to register their vehicle with Halls staff.

### **Additional Information**

Internet – Internet access may be available. You are required to make enquiries at the time of your booking or before your arrival. Your internet connection is monitored and will be disconnected if you abuse this service.

The following is not permitted:

- Port Scan other machines
- Attempt to or gain unauthorised access to any other machine or network resource
- Run a DHCP Server of any kind
- Deliberately disrupt the network to any adverse effect
- Download or distribute copyright material (e.g. films or music)
- Use or view obscene material

### **Contact Details**

#### **Accommodation Team**

Tel: 01204 903484 or by email [accomm@bolton.ac.uk](mailto:accomm@bolton.ac.uk)

#### **Orlando Village**

Tel: 01204 903488 or 01204 903486

Mobile: 07919 5735829

#### **The Hollins**

Tel: 01204 903233

Mobile: 07919 573526

#### **Security**

Tel: 01204 903700

Or in the event of an emergency 01204 903666

## Booking Rates for individuals 2013/14

Orlando Village and The Hollins Halls of Residence

Guest	Daily Rate	Weekly Rate (Subject to Availability)
University of Bolton Student	£19.40	£78.50*
Visiting Student studying at the University of Bolton	£19.40	£78.50*
Staff Member	£22.50 inc VAT **	£94.20 inc VAT **
All other Guests	£22.50 inc VAT **	£94.20 inc VAT **

\* Students staying during the academic year for longer than 1 week may be required to sign a Halls of Residence Contract to cover the duration of their stay.

\*\* Please note Staff and Guests have to pay VAT.

### Guest Accommodation for Groups/Parties

**If you are enquiring about booking for a group or party please contact [accomm@bolton.ac.uk](mailto:accomm@bolton.ac.uk) as the prices above are NOT applicable.**

For group bookings please provide the expected arrival and departure dates, the number of people in your group and the purpose/nature of your visit.

If you are enquiring about accommodation for under 18's please include details of the age of the guests. Please note each guest under the age of 18 needs adult supervision. For youth groups we can only consider offering accommodation if for every five people under the age of 18 there is one adult supervisor. In these cases one adult supervisor and five minors will be allocated a flat of six bedrooms. The behaviour of all guests under the age of 18 is the responsibility of the accompanying adult supervisor.

For the University to prepare a quote for guest accommodation all of the above information needs to be provided, quotes can take several weeks to prepare so please make your enquiry in advance of your proposed visit.

If we are unable to offer you or your group accommodation will we provide you with a list of local alternatives.

## Guest Accommodation

The University owns and manages two purpose-built Halls of Residence, Orlando Village and The Hollins, which provide 700 single study bedrooms. Each bedroom is furnished in modern style and contains carpet, curtains, bed, bedside drawers, wardrobe, desk, bookshelves, easy chair, washbasin and mirror.

Halls places are offered on a self-catering basis which gives you the freedom to shop and cook as you wish. Kitchens in guest flats will be equipped with sufficient crockery and cutlery for the number of guests and basic cooking utensils.

University cleaning staff will sanitise all hard surfaces in both kitchens and bathrooms once a week in all guest flats. It is the responsibility of the guests to maintain a satisfactory level of cleanliness on a day to day basis in all communal areas and their bedrooms.

Whilst fresh bedding and towels will be provided at the start of your stay it is your responsibility to clean this as you require during your stay, coin operated launderettes are available at both Halls.

Both Halls are close to all the amenities of the town centre and are convenient for both road and rail links. There are facilities for disabled students, laundries and extensive free parking at each hall.

**Orlando Village, Thynne Street, Bolton** consists of 383 single study bedrooms and is conveniently situated for both the University and the town centre. It has eight blocks, each containing eight six-bedroom flats. Orlando has a common room available for students and guests to use.

Orlando Village Halls of Residence, Thynne Street, Bolton BL3 6BA

**The Hollins, Radcliffe Road, Bolton** consists of 317 single study bedrooms in three accommodation blocks. Two blocks have eighteen flats and the smallest contains six. There are between six and nine bedrooms per flat.

The Hollins Halls of Residence, Radcliffe Road, Bolton BL2 1NW

During the academic year the University offers guest accommodation in a minimum of two flats one at each Halls of Residence.

## Visiting Bolton

Bolton's location makes it an ideal place for a short break. Bolton is only 12 miles from Manchester City centre and 20 miles from Manchester Airport, making it the perfect base for exploring both Greater Manchester and the North West of England.

There are plenty of attractions worth seeing in Bolton, all are easily accessible to guests staying in the Halls of Residence. Take a look at Visit Bolton's website for ideas of places to see or to check if any events are occurring during your stay [www.visitbolton.com](http://www.visitbolton.com)

Bolton Train Station is easily accessible from both Halls of Residence. Guests in Orlando Village can walk to the train station in less than 5 minutes.