

## Visitor Accommodation Booking Conditions:

1. Rooms can only be booked for a minimum of 1 week (7 nights).
2. Payment must be made in full before a booking is confirmed. Once you have completed the booking request a link will be sent to you to make an online payment.
3. Keele University reserves the right to refuse a booking for any reason.
4. You will not be able to book accommodation if you have outstanding debts with Keele University.
5. Bookings can only be cancelled within 7 working days of your Booking Confirmation email. Cancellation must be requested in writing, via email, to the [Student Accommodation team](#).
6. Rooms will be held for a maximum of 4 days from the due date of arrival after which they will be reallocated, and fees forfeited in full.
7. Rooms are available from 10 am on the day of arrival and must be vacated by 10 am on the day of departure. Keys should be returned to the key return box located in the Darwin Building which is open 24 hours.
8. Extending your stay may be possible and permission should be obtained from the [Student Accommodation team](#). It may not be possible to remain in the same room for any extension period.
9. The University may require any resident to change rooms at any time during the booking. If a room change becomes necessary, as much notice as possible will be given.
10. University staff may require access to any room from time to time to undertake essential maintenance or in response to security or safety matters.
11. The University shall not be liable for any loss or damage to personal property.
12. All student accommodation is non-smoking, and you and your visitors are not permitted to smoke (or lean out of windows smoking) or use electronic cigarettes in any part of the Accommodation, the Building, or the Halls of Residence. You may only smoke outside. Please be considerate of other residents and their visitors when smoking outside the residence buildings. Do not smoke in doorways and you should dispose of cigarettes in the bins provided.
13. [Fire regulations](#) must be adhered to at all times.
14. You will be charged for the cost of repair of [damage caused to your accommodation](#). Students are also obliged to comply with the relevant [University Policies and Regulations](#).
15. Any serious misconduct or nuisance against the University, its staff or any other residents, or debts to the University, will result in immediate expulsion from the accommodation.
16. If you do not vacate the accommodation by 10 am on the agreed date of departure and/or return the keys to the Student Accommodation team, there will be a charge for any additional accommodation incurred and/or a £30 charge for non return of room keys.
17. If you arrive after 5 pm or during the weekend, we rely on the Campus Safety team to issue room keys. You may experience a delay if they are attending to other issues.
18. Bookings are also subject to the [Residential Licence Agreement Terms & Conditions](#).