

Short-term accommodation

Making a Booking: Direct Bookings Terms and Conditions

1. Introduction

These terms and conditions apply to room reservations at Kellogg College made directly through our online portal or via the Accommodation Office.

For large group bookings made through the Accommodation Office, please refer to the specific terms and conditions provided at the time of booking.

1. Accommodation Basis

- Accommodation is available for a maximum of 3 weeks per booking.
- Breakfast is not included.
- We are not able to provide parking.
- While every effort will be made to honour your room selection, we reserve the right to alter room allocations at our discretion before or during your stay.
- Guests must be at least 18 years old. No guests under 18, including infants, are permitted. Photographic proof of identity and age may be required.

Please note: Our short-term accommodation is provided in traditional Oxford Villas. As a result of this, regretfully, we are unable to provide any accommodation with level access. All rooms are accessed via stairs and the properties are not fitted with lifts. We do not provide a porter or luggage service. Should you wish to stay with us and have mobility issues, please contact the Accommodation Office directly so that we can advise you.

2. Maximum Room Occupancy:

- Single room (one single bed): Single occupancy
- Double room (one double bed): Double occupancy

3. Payment Terms

- Payment must be made within 24 hours of booking via credit/debit card. Should you be unable to pay via this method, please contact the Accommodation Team.

4. Booking Cancellation and Change Policy

Cancellation Policy for bookings containing one room:

- Cancellation of any part of your booking must be made at least 15 days before the arrival date.
- Refunds for cancelled nights:
 - 14 - 11 days before arrival: 75% refund
 - 10 - 8 days before arrival: 50% refund
 - 7 days or fewer before arrival: No refund

Cancellation Policy for Large Bookings (two rooms or more) made through the booking portal:

- Cancellation of any part of the booking must be made at least 21 days before the arrival date.
- No refunds will be given for cancellations of any nights made 20 - 0 days before the arrival date.
- All cancellation or change requests must be submitted in writing to accommodation@kellogg.ox.ac.uk

Booking Amendments:

- For amendments (excluding night cancellations), contact accommodation@kellogg.ox.ac.uk
- Should you wish to amend the dates of any part of your stay within 15 days of your arrival date, including moving your entire booking to different dates, the cancellation policy will apply.
- We will offer one free amendment per guest; subsequent amendments incur a £10 fee.
- Refer to the cancellation policy for charges related to night cancellations.

Event related large bookings:

- For event-related large bookings contact accommodation@kellogg.ox.ac.uk for specific terms and conditions.

5. House Rules

- No smoking is allowed in any of the college buildings.
- Pets are not permitted. If you have a registered service dog, please contact the Accommodation Team in advance to discuss arrangements.
- Guests must keep noise to a minimum, especially during quiet hours from 10:00 pm to 7:00 am.

6. Access Key Cards

- A key card will be issued upon arrival for room and entrance access.
- Lost or damaged key cards incur a £15 charge.
- Failure to return the key card within five working days also incurs a £15 charge.

7. Damage

Please be aware that the person making the booking is liable for any damage or loss caused. Should damage occur, we will notify the booking contact to arrange payment for repairs or replacements. Payments must be made promptly upon request.

8. Check-In and Check-Out Times

Check-in: From 1:00 pm on the arrival date.

Check-out: By 10:00 am on the departure date.

Unfortunately, we are not able to accommodate late check outs or early check in's unless in exceptional circumstances, please contact the Accommodation Office directly and with at least 48 hours' notice. Please note, our office hours at Monday - Friday 8 - 4pm, emails sent outside of working hours will be addressed on the next working day.

Guests who have not vacated their room by the checkout time of 10am will be charged an additional night's stay at the standard rate.

9. Privacy Policy

Guest information is used solely for booking and accommodation purposes and will be protected in accordance with our privacy policy.

10. Liability and Insurance

Kellogg College is not liable for the loss of personal belongings. Guests are advised to have travel insurance.

11. Complaints Procedure

We do hope you enjoy your stay with us, however if you find you do have any complaints during your stay, please contact the Accommodation Office at accommodation@kellogg.ox.ac.uk.