

Short-term Accommodation

1. Terms and Conditions

These terms apply to all room reservations made via our online booking portal or through the Accommodation Office. For large group bookings arranged directly with the Accommodation Office, separate terms may apply and will be provided at the time of booking.

2. Accommodation Overview

- Bookings can be made for a maximum of 3 weeks per stay.
- We will do our best to provide your selected room type, but we reserve the right to change room allocations before or during your stay if necessary.
- Guests must be 18 years or older. We cannot accommodate anyone under 18, including infants. Photo ID may be required.
- Your booking does not include breakfast.
- Parking is not available (Blue Badge holders should seek guidance at the time of booking).
- Maximum room occupancy:
 - Single room (one single bed): Single occupancy
 - Double room (one double bed): Double occupancy

3. Accessibility Information

Our short-term accommodation is located in traditional Oxford villas. Please note:

- All rooms are accessed by stairs and there are no lifts.
- We do not provide porter or luggage services.
- We are unable to offer level-access accommodation.

If you have mobility concerns, please contact the Accommodation Office before booking so we can advise you.

4. Payment Terms

- Full payment is required within 24 hours of booking.
- Payment must be made online by credit or debit card.

If you are unable to pay by card, please contact the Accommodation Team.

5. Cancellation and Amendments

Booking calendar does not offer self-service functionality to manage your booking, so please submit all cancellation and amendment requests by email to accommodation@kellogg.ox.ac.uk

5.1 Individual bookings

Cancellations must be made at least 15 days before arrival.

Refunds will apply as follows:

- 14–11 days before arrival: 75% refund
- 10–8 days before arrival: 50% refund
- 7 days or fewer before arrival: No refund

5.2 Larger bookings (two or more rooms)

Cancellations must be made at least 21 days before arrival. No refunds will be issued for cancellation requests submitted 20 days or less before the original booking start date.

5.3 Event-related bookings

Separate Terms and Conditions apply to event-related bookings. Please contact accommodation@kellogg.ox.ac.uk for assistance

5.4 Booking amendments

For changes (not cancelling of nights), please email the Accommodation Team.

- Date changes requested within 15 days of arrival (including moving the entire booking) will be treated under the cancellation policy.
- Each guest is entitled to one free booking amendment. Additional amendments incur a £10 administration fee.
- Cancelling of any nights will be processed in line with the cancellation rules above.

6. House Rules

To ensure a comfortable stay for all guests:

- 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.
- Please keep noise to a minimum, especially during quiet hours, from 10:00 pm to 7:00 am.

7. Accommodation Access

- Key card(s) will be issued at check-in.
- Lost or damaged key cards incur a £15 charge.
- A £15 charge also applies if the card is not returned within five working days of departure.

8. Damage and Liability

The person who makes the booking is responsible for any damage or loss caused during the stay. Should damage occur, we will notify the booking contact to arrange for repairs or replacements, for which payments must be made promptly

9. Check-In and Check-Out Times

- Check-in: From 1:00 pm
- Check-out: By 10:00 am

We cannot normally offer early check-in or late check-out. Please contact us at least 48 hours in advance to check if this is possible to arrange for.

Guests who do not vacate their room by 10:00 am will be charged for an additional night at the basic rate.

10. Privacy

Guest information is used only for booking and accommodation purposes and is handled in accordance with our Privacy Policy.

11. Personal Belongings

Kellogg College accepts no responsibility for loss or damage to personal belongings. Guests are advised to arrange appropriate travel insurance.

12. Complaints

We hope you enjoy your stay with us. If you experience any issues, please contact the Accommodation Office during your stay accommodation@kellogg.ox.ac.uk

We will do our best to resolve any concerns promptly.

Kellogg College subscribes to The Universities UK Code of Practice for the Management of Student Housing.

