

## **The London School of Economics and Political Science (LSE)**

### **Terms and conditions for LSE Faculty Accommodation Bookings**

#### **Terms and conditions**

The terms below apply to your booking if you are a consumer. When you make a booking on our website, you will be asked to click "I accept" and you will not be able to complete your booking if you do not do this. This confirms that you accept these terms. We strongly recommend that you read the terms before accepting. A summary of the key points will be read to you if you make your booking by phone, a full copy will be sent with your confirmation letter or email.

Our contract if you are a consumer, The London School of Economics and Political Science (we/us) sells accommodation to you subject to these terms and conditions. A contract is formed between the occupant (you) and the London School of Economics and Political Science (referred to as LSE hereafter) when we issue you with a confirmation number for your accommodation (booking). No booking shall be binding on LSE until we receive your deposit payment and issue you with a confirmation number.

You may make a booking on behalf of others but must ensure that they are made aware of these terms and agree to abide by them.

#### **1 Your booking**

Bookings for stays of more than 28 nights can be made online at any time, subject to availability.

Bookings for stays more than 14 nights and up to 28 nights can be made online at any time for certain room types only, subject to availability.

Bookings for stays of less than 14 nights can be made 21 days prior to date of arrival by contacting the LSE Stay team via email at [stay@lse.ac.uk](mailto:stay@lse.ac.uk).

You cannot transfer or resell your booking (in whole or in part). If you transfer or resell (or attempt to transfer or resell) then LSE will terminate your booking and retain any money paid to us for such booking.

You can only make a booking if you are 18 years old or over. If you arrive at the residence and are under 18 years of age you will not be permitted to stay alone.

You must ensure that the guest name(s) on a booking are correct at the time of reservation - this cannot be changed afterwards.

You may only book at faculty rates if you are a bona fide member of staff or visitor to the school (a guest lecturer, speaker or researcher for example). Residential Services shall make the final decision on eligibility for these rates. Taught students may not book at these rates.

## **2 Rates and payment**

The rate for each room for each night of your stay will be advised at the time of your booking. You will be required to pay a deposit to secure your booking.

- **For stays of 1–28 nights:**

Full payment by credit or debit card is required at the time of booking for bookings made online. If we make your booking for you, we will require full payment via bank transfer or budget code. Full payment or confirmation of the LSE Departmental Budget Code must be provided within 3 working days from the date your booking was made, and in advance of your arrival date, whichever occurs soonest.

- **For stays of 29 nights or more:**

A deposit equal to 28 nights' rent is required to confirm your booking. After you make a provisional booking online, you will receive an email with instructions for payment via bank transfer or department budget code. Payment or confirmation of the LSE Departmental Budget Code must be provided within 3 working days from the date your booking was made, and in advance of your arrival date, whichever occurs soonest.

Any remaining fees must be paid within 10 working days of the date your booking was made, and in advance of your arrival date, whichever occurs soonest.

If you are unable to settle the remaining fees within the above timeframe, you must email us to request a monthly payment plan. Upon receiving your request, we will provide the plan along with terms and conditions for your review. You need to confirm acceptance of the plan by email within 2 working days and in advance of your arrival date, whichever occurs soonest.

All deposit payments are non-refundable and non-transferable.

Payments made by departments can be processed via a department budget code. If paying by budget code, written authorisation from the budget holder confirming the full cost of the booking is required within 3 working days of the booking or before your arrival, whichever comes first. If we do not receive this authorisation, your booking will be cancelled.

### **2.1 Payment Plans**

The School may apply late payment fees or statutory interest for invoices past due; this will be 8% plus the Bank of England base rate for business-to-business transactions.

The School will actively pursue all debts in accordance with the payment plan provided and may appoint solicitors, debt collection agents, or external organisations to recover outstanding amounts.

### **3 Check-in and check-out**

**For Accommodation with fob access – please refer to paragraph 4.2**

**For Campus Apartments check in procedure – please refer to paragraph 3.1**

You can check-in from 15.00 on the scheduled date of arrival. On certain key dates we may have to postpone check-in until a later time – we will inform you if this is the case. Please inform us if you intend to arrive later than 20.00hrs so that we can hold your booking with our out of hours team. You must be able to show photo identification such as a passport or driver's license when checking in.

You must check-out before 10:30hrs on the scheduled date of departure. If you fail to check-out by the stipulated time, you will be charged the equivalent to the full standard rate at that time, for one night's stay for the applicable unit(s). Under these circumstances we also reserve the right to remove your property from your unit(s) without notice and place it in commercial storage at your cost.

#### **3.1 Campus Apartments Check in**

To access the apartment, guests must first register at the Old Building reception on the LSE Campus: [Google Maps link](#)

Once the registration is complete, guests will be handed their access fob, a Campus map and given directions on how to reach the entrance to the apartment building which is located 2 minutes' walk from the reception itself.

### **4 Accommodation Information**

#### **4.1 Occupancy**

Maximum occupancy for a unit is determined at the time of booking and shall not exceed that number.

#### **4.2 Accommodation with fob access**

Your fob key will need to be updated every 7 days on a local updater in hall or on campus.

### **4.3 Cots**

Travel cots can be provided in apartments, and mini-suites only. Only one travel cot per unit can be provided. Travel cots are provided subject to availability. Other units are not deemed to be suitable for children less than five years of age. Our travel cots are suitable for children under 24 months old only. All children aged over 24 months must be booked as adults.

### **4.4 Pets**

Pets are not allowed in LSE residences except those registered to provide assistance to disabled people, such as Guide Dogs for the Blind or Hearing Dogs for the Deaf. Such registered assistance dogs are permitted by prior arrangement with the Stay at LSE team ([stay@lse.ac.uk](mailto:stay@lse.ac.uk)).

### **4.5 Other Services**

Other services that are described as being available (restaurants and common rooms) within a residence may be subject to seasonal opening times.

### **4.6 Medical Requirements**

If you have any medical requirements relevant to your accommodation, you must notify the Stay at LSE reservations team by email at [stay@lse.ac.uk](mailto:stay@lse.ac.uk) at the time of making your booking. These requirements may include, but are not limited to, hearing or visual impairments, use of a wheelchair, or other mobility-related needs.

We will review your booking to ensure that the accommodation allocated is suitable for your declared requirements. If you do not inform us of any medical or accessibility needs prior to your arrival, we reserve the right to relocate you to alternative accommodation that better meets your needs, or to cancel your booking without refund if no suitable accommodation is available.

## **4 Cancellations/amendments**

You must cancel a booking in writing via email to [stay@lse.ac.uk](mailto:stay@lse.ac.uk), and we will refund you any monies paid less the relevant cancellation fee.

The cancellation fees are set out below as applicable to your reservation:

- Stays between 1-13 nights. If you notify us up to and including 7 days prior to your check in date, we will refund you any monies paid less a cancellation fee equal to one night of your reservation.

- Stays between 14-28 nights. If you notify us up to and including 7 days prior to your check in date, we will refund you any monies paid less a cancellation fee equal to 5 nights of your reservation.
- Stays 29 nights or more. If you notify us up to and including 14 days prior to your check in date, we will refund you any monies paid less a cancellation fee equal to 10 nights of your reservation.

You will be issued with an email to confirm your cancellation.

If you fail to cancel your booking within the established deadlines stated above, you will be liable to pay for the full stay and not be entitled to receive any refund.

Refunds will only be issued to the original payment method used for the booking. For card payments, refunds will normally be credited to the same card within 30 days. Payments made via bank transfer or Budget code will be refunded to the same bank account or budget code used for the original payment.

You are strongly advised to take out valid insurance that covers against cancellation of your booking, irrespective of the reservation type.

LSE reserves the right to cancel any bookings made for purposes other than for the use of accommodation.

With any booking, subject to availability, you may reduce the length of stay, change the room type and/or the scheduled date of arrival. You must notify us a minimum of 21 days in advance of your arrival. Amendments requested less than 21 days in advance of check-in will not be possible. Extensions on the departure date can be made at any time, subject to availability.

## **6      Relocation**

LSE operates a relocation policy. If a unit is unavailable on arrival (except due to an event beyond our reasonable control (see statutory rights section below) as a last resort, then we will either:

- provide a unit at another LSE site and pay the reasonable cost of transport to that alternative site;

OR

- at your request, or, if in our reasonable opinion there is no suitable alternative LSE accommodation available, cancel your booking and refund you the money you have paid for the unavailable room (s)

## **7      Miscellaneous**

All guests are required to sign a registration card on arrival. The guest must carry the card on their person at all times, as a form of identification. The card must be shown to the reception or security, in order to retrieve any keys left behind the reception and to gain access to the building.

LSE has the right to refuse any service requested, if the guest fails to present the Registration card upon request.

Should you lose your room key, swipe card or fob you will be charged for its replacements. Costs vary between residences depending upon the lock type.

In line with UK law you must not smoke or vape in any area of our residences, this includes outdoor areas as signed. By law you must not interfere with our fire detection system. We will terminate your booking without refund and require you to leave the residence immediately should you be found to have smoked or vaped within our residences or have interfered with our fire detection and firefighting facilities. You will also be charged for any costs we incur if you smoke or vape in our residences including costs for specialist cleaning and/or redecoration and refurbishment (to make the unit fit for sale as a non-smoking environment) and the cost of the unit for any time period it is unusable. We reserve the right to apply these charges against the card or budget code used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within ten working days of your departure.

You must not charge or store any electric vehicles (including, but not limited to, e-bikes, e-scooters, and other battery-powered transport devices) in any area of the Accommodation or the Hall, including individual rooms, communal spaces, and any internal or external power outlets associated with the Accommodation or the Hall. Any breach of this policy may result in removal of the device from the premises and/or liability for any damage caused and for any costs incurred by us.

You must not cause damage (either accidental or willful) to any part of the residence, including your room and public areas, and all fixtures, fittings and equipment. You authorise us to charge you or your department any costs we incur to carry out any repairs or replacement. We reserve the right to apply these charges against the card or budget code used to make your deposit or balance payments. We will send you (at the address on the booking) a breakdown of these charges within 10 working days of your departure.

Please note that if you cause intentional and excessive damage to the property or are abusive to staff members or other visitors, we reserve the right to ask you to vacate the property immediately. If we ask you to leave under these circumstances we will retain any money paid to us for your booking.

Our residences have duty teams that are responsible for the welfare and safety of all residents – usually headed by a warden. If a request is made of you during your stay you must follow this request immediately. If you have a query about a request made of you then you may follow this up after the event.

## **8 Statutory rights**

We have tried to ensure that any rights that you as a consumer have that are implied by law into a contract of this type (statutory rights) are not excluded or limited in anyway. If any of these terms conflict with a statutory right or the law changes and your statutory rights change, then the statutory rights will prevail over these terms.

For more information on your statutory rights see [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk) or call 0845 404 0506. Please make particular reference to the Hotel Proprietors Act 1956 which is displayed in all our residences and also available upon request. Where your accommodation is paid for by LSE then employee housing regulations may also apply.

Events beyond our reasonable control: We shall not be in breach of these terms, nor liable for any failure to perform any of our obligations in relation to your Booking (such as the provision of accommodation and/or other products and/or services and/or extras) due to any adverse event, act, omission or accident which happens which is beyond our reasonable control including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, other acts of God, acts of terrorism, interruption or fire (except by way of our default) or failure of (except by way of our default) electric power, gas, water, or other utility service, plant machinery, computers, vehicles or any collapse of building structures. You are reminded to purchase insurance against such instances.

### **Our rights in relation to health and safety risks.**

We may require you and any Family Member/Partner to vacate the Accommodation on a temporary basis on 24 hours' notice (or less in the event of an emergency) if:

- we reasonably consider that your continued presence in the Accommodation could pose a health and safety risk to other occupants or could expose you to a health and safety risk from other occupants (including exposure to infectious diseases, such as COVID-19);
- if you or other occupants fail to comply with Health and Safety Guidance;
- to comply with government guidance and good working practice in times of pandemic;
- to carry out deep cleaning of the Accommodation; or
- in the event of a public health emergency.

## **9 Our liability**

Our total liability for any loss shall not exceed the total sum we charge you for the booking. We shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of LSE and we shall not be liable for any losses that were not reasonably foreseeable to both parties when the contract was formed. Nothing in these terms shall exclude or limit our liability for fraud or death or personal injury caused by our negligence or any other matter which it would be illegal for us to (or attempt to) exclude or limit.

## **10 Third party rights**

A party which is not a party to our Contract shall have no right to enforce any term under the Contracts (Rights of Third Parties) Act 1999.

## **11 Law**

These terms are governed by the laws of England and Wales.

## **12 Changes to terms**

We reserve the right to change these terms from time to time. The terms applicable to your booking are those in force on the date of booking (or amendment, as applicable).

## **13 Data security**

LSE makes all reasonable efforts to ensure that all credit card transactions are secure. However, if unauthorised charges appear on your statement for the payment card used on stayatlse.co.uk, or the payment card used to secure a reservation by telephone at any time during or after you make your booking, LSE shall not be liable or responsible in any way in respect of any damage or loss of whatsoever nature suffered by you arising from or in any way connected with the said use transaction or disclosure.

## **14 Copyright**

Consumers shall not use LSE's name logo or any other trademark for promotional purposes.

## **15 Questions/complaints**

If you have any questions or complaints in relation to your booking or these terms, please contact:

LSE Accommodation Office



Email: [stay@lse.ac.uk](mailto:stay@lse.ac.uk)

Tel: +44(0)20 3437 0050

For urgent queries, please contact the relevant reception team.

We will respond to you as quickly as we can. We aim to reply within one working day, but complaints and more complex enquiries may take longer. We will always reply within five working days.

If you are unhappy with the service you have received please see our complaints procedure - <https://info.lse.ac.uk/staff/divisions/residential-and-catering-services/assets/documents/residential-services-complaints-procedure.pdf>

LSE Residential and Catering Services Division, Houghton Street, London, WC2A 2AE

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