



BOOKING AND CANCELLATION POLICY

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1 LIBRARY ACCESS FEES AND POLICY

1.1 Fees

Daily rate – Hot Desk	Weekly rate – non carrel	Long term booking – standard desk <i>Must be paid in full in advance</i>	Long term booking – study carrel <i>Must be paid in full in advance</i>
<u>Max. 2 days within any one-week period</u> £10 per day	<u>Up to 4 weeks</u> Standard £55 PhD student £55 <u>Over 4 weeks</u> Standard £45 PhD student £40	<u>26 weeks</u> Standard £850 PhD student £785 <u>39 weeks</u> Standard £1,205 PhD student £1,105 <u>52 weeks</u> Standard £1,435 PhD student £1,305	<u>26 weeks</u> Standard £902 PhD student £837 <u>39 weeks</u> Standard £1,283 PhD student £1,183 <u>52 weeks</u> Standard £1,539 PhD student £1,409
Tyndale Fellowship Members: <i>Paid-up members are entitled to a Membership Card for the free use of a hot-desk for a maximum of 10 non-consecutive days per year (1 May to 30 April) or they may receive a one off £10 reduction from their library fees.</i>			

1.2 Billing

1.2.1 Desk billing (except Hot Desk billing) is calculated on a weekly basis. A week is counted as running from Monday until Saturday and there are no reductions for part-week bookings.

1.2.2 For short term bookings, invoices will be issued on the first day of your desk rental and payment is expected the same day.

1.2.3 If your stay is for a full academic year (1st October – 30th September), an invoice will be issued on 1st September. In order to take advantage of the discounted rate, payment is expected in full for the whole year (or six-month or nine-month period). Any extension will be subject to our standard pricing (i.e. if you choose to extend your annual booking by three months, a weekly charge will apply for the extended period).

1.2.4 We request that applicants cover the cost of any additional transaction or other bank charges incurred when making accommodation payments and we reserve the right to charge for any such transaction fees.

1.2.5 We reserve the right to move applicants to a different desk if the need arises and a price difference may apply.

1.3 Library Desk Deposit

1.3.1 Following a formal application via the website, a library desk deposit will be requested by Tyndale House when the desk offer is made. A booking will not be secured until the requested deposit is received by Tyndale House.

A £55 library desk deposit will be required for bookings up to 12 weeks.

A £175 library desk deposit will be required for bookings over 12 weeks.

1.3.2 The library desk deposit should be paid within 14 days upon receipt of the invoice. Failure to pay the deposit after this period will result in forfeiture of the booking.

1.3.3 If residential accommodation at Tyndale House has also been confirmed and allocated, an accommodation booking deposit will be included with the library desk deposit (see 2. and 3. Accommodation Policy).

1.4 Cancellation of Desk Booking - prior to a visit

1.4.1 A desk booking may be cancelled by an applicant prior to commencement of the booking period, but there will be no refund of the library desk deposit.

1.5 Cancellation of Desk Booking - during a period of study

1.5.1 A minimum of 28 days' written notice (to bookings@tyndalehouse.com) is required for curtailment of a desk booking period.

1.5.2 No refund of fees will be given for parts of a week or for bookings of less than 4 weeks' duration.

1.5.3 Refunds will be calculated as a weekly percentage of the original booking period.

1.5.4 Where accommodation has not been booked, a £30 administration charge will apply.

Example: *If a desk booking was originally made for a year for a standard desk (£1,435) the monthly refund will be calculated as £1,435/52 for each refunded week minus a £30 administration charge.*

1.6 Mandatory Desk Rental

Rental of a study desk is mandatory for all accommodation bookings and will cover the same rental period as the accommodation booking.

1.7 Price Reviews

Please note that the price quoted at the time of your booking is an estimate. Prices are reviewed annually and may rise. Any increases will be applied to the cost of your booking. Please note that the actual price that you pay may be higher than the initial estimate.

1.8 Travel Insurance

For all bookings we strongly recommend that you take out travel insurance. If a booking is cancelled for a reason beyond our control, we would expect the booker to claim on their travel insurance as the booker will remain liable for this cost.

1.9 Contents Insurance

Tyndale House's insurance does not cover individuals' possessions. Individuals are advised to insure his/her own possessions with a reputable insurer.

2 ACCOMMODATION POLICY - ENSUITE SINGLE ACCOMMODATION

2.1 Fees

Weekly rate
<p><u>Up to 4 weeks</u> Standard rate £175 p/w</p> <p><u>Over 4 weeks</u> Standard rate £150 p/w</p>
<i>Cleaning and linen is included in the cost listed above.</i>

2.2 Billing

2.2.1 Accommodation billing is calculated on a weekly basis. A week is counted as running from Monday at 12 pm until Sunday at 6pm and there are no reductions for part-week stays.

2.2.2 Accommodation is payable in full for stays of 28 days or fewer, upon receipt of invoice.

2.2.3 Accommodation fees for a period over 28 days are payable in advance on the first working day of each four-week period.

2.2.4 We request that applicants cover the cost of any additional transaction or other bank charges incurred when making accommodation payments and we reserve the right to charge for any such transaction fees.

2.3 Booking Deposit

2.3.1 Following a formal application for ensuite single accommodation a booking deposit of £175 will be requested by Tyndale House when the accommodation offer is made. A booking will not be secured until the requested deposit is received by Tyndale House.

2.3.2 The booking deposit should be paid by the applicant within 14 days of the offer being made - or immediately, if the booking is for the following week. Failure to pay a booking deposit after this period will result in forfeiture of the provisional booking.

2.4 Cancellation of Ensuite Single Accommodation

2.4.1 A confirmed booking may be cancelled by an applicant prior to commencement of the booking period, but the following loss of booking deposit will apply *minus a £30 administration charge*:

i.	Over 28 days	Full refund
ii.	Under 28 days	50% refund
iii.	Under 7 days	No refund

2.4.2 The length of a confirmed booking may be shortened by an applicant during their stay but there will be a £30 administration charge and an additional cancellation charge of £50 for each cancelled week.

2.5 Cleaning and Linen

2.5.1 Clean linen will be supplied on a fortnightly basis and rooms will be cleaned at least once a month by arrangement with the resident.

2.5.2 Tyndale House reserves the right to inspect rooms. 48 hours' notice will be provided.

2.6 Mandatory Desk Rental

Rental of a study desk is mandatory for all accommodation bookings and will cover the same rental period as the accommodation booking (see 1. Library Access Fees and Policy).

2.7 Price Reviews

2.7.1 Please note that the price quoted at the time of your booking is an estimate. Prices are reviewed annually and may rise. Any increases will be applied to the cost of your booking. Please note that the actual price that you pay may be higher than the initial estimate.

2.7.2 Tyndale House reserves the right to add an additional fee for communal kitchen access (when available).

2.8 Travel Insurance

For all bookings we strongly recommend that you take out travel insurance. If a booking is cancelled for a reason beyond our control, we would expect the booker to claim on their travel insurance.

2.9 Contents Insurance

Tyndale House's insurance does not cover individuals' possessions. Individuals are advised to insure his/her own possessions with a reputable insurer.

3 ACCOMMODATION POLICY – FLATS

3.1 Application and Tenancy Contract

3.1.1 Booking applications for periods over 12 weeks will require an interview (via phone or video call) and pastoral reference prior to approval.

3.1.2 For bookings over 12 weeks a tenancy contract will be issued approximately a month before commencement of a stay.

3.2 Allocation of Accommodation

3.2.1 We endeavour to allocate the most suitable accommodation for your needs. We reserve the right to move you to alternative accommodation should the need arise.

3.3 Billing

3.3.1 Accommodation billing is calculated on a weekly basis. A week is counted as running from Monday until Sunday and there are no reductions for part-week stays.

3.3.2 Rent is payable in full for stays of 28 days or fewer before commencement of a stay.

3.3.3 Rent for a period over 28 days is payable by direct debit, standing order or bank transfer in advance on the first working day of each four-week period. If you would prefer to pay by other means and/or if you have a long term booking, please speak with the finance team regarding payment procedures.

3.3.4 We request that applicants cover the cost of any additional transaction or other bank charges incurred when making accommodation payments and we reserve the right to charge for any such transaction fees.

3.4 Booking Deposit

3.4.1 Following a formal application for accommodation at Tyndale House a booking deposit of £250 will be requested when the accommodation offer is made. A booking will not be secured until the requested deposit is received by Tyndale House.

3.4.2 The booking deposit should be paid within 14 days upon receipt of the invoice. Failure to pay a booking deposit after this period will result in forfeiture of the provisional booking.

3.4.3 Booking deposits are held until arrival, at which point the deposit will be credited to the applicant's account.

3.5 Damage Deposit

3.5.1 For bookings over 12 weeks and up to 26 weeks, a separate damage deposit of £300 will be payable upon receipt of the housing contract. Access to the property will not be available until the damage deposit has been received and the contract signed.

3.5.2 For bookings over 26 weeks, a separate damage deposit of £1,000 will be payable upon receipt of the housing contract. Access to the property will not be available until the damage deposit has been received and the contract signed.

3.5.3 The damage deposit should be paid within 14 days upon receipt of invoice. Failure to pay a damage deposit after this period will result in forfeiture of the booking.

3.5.4 The damage deposit will be repaid, subject to any deductions for damage to the property, within 14 days of departure.

Example: at the point of a booking offer being made by Tyndale House, the applicant is required to pay a booking deposit of £250. For bookings over 26 weeks, an additional damage deposit of £1,000 will be requested at the point of the tenancy contract being issued. The damage deposit will be held for the duration of the stay and credited within 14 days of departure.

3.6 Cancellation of Flat Booking

3.6.1 A confirmed booking may be cancelled by an applicant prior to commencement of the booking period, but the following loss of booking deposit will apply *minus a £30 administration charge*:

i.	Over 52 weeks	Full refund
ii.	Over 26 weeks	50% refund
iii.	Under 26 weeks	No refund

3.6.2 The length of a confirmed booking may be shortened by an applicant prior to commencement of the booking period but there will be a £30 administration charge and an additional cancellation charge of £100 for each cancelled week.

3.6.3 The dates of a confirmed booking may be changed by an applicant up to 12 weeks prior to commencement of the booking period but there will be an administration charge of £30 per move. In addition, any move which results in a shortened stay will be charged as per 3.6.2.

Examples

- a) A guest books a family flat for a 12-week stay and pays a booking deposit of £250. They subsequently cancel the booking giving more than 52 weeks' notice ahead of their accommodation commencement date. Their full deposit is returned minus a £30 administration charge and any bank charges incurred. They receive back a total of £220 (£250 minus £30).*
- B) A guest books a family flat for a 12-week stay and pays a booking deposit of £250. They subsequently cancel the booking giving 51 weeks' notice ahead of their accommodation commencement date. 50% of their deposit is returned minus a £30 administration charge. They receive back £95 (£250-£125-£30).*

3.7 Linen

3.7.1 Beds will be made up upon arrival and towels will be provided.

3.7.2 For bookings of a one bed flat, a £70 one off Linen Fee will be added to the cost of the stay.

3.7.3 For bookings of a two or three bed flat, a £120 one off Linen Fee will be added to the cost of the stay.

3.8 Inspection

Tyndale House reserves the right to inspect flats. 48 hours' notice will be provided.

3.9 Mandatory Desk Rental

Rental of a study desk is mandatory for all accommodation bookings and will cover the same rental period as the accommodation booking (see 1. Library Access Fees and Policy).

3.10 Price Reviews

Please note that the price quoted at the time of your booking is an estimate. Prices are reviewed annually and may rise. Any increases will be applied to the cost of your booking. Please note that the actual price that you pay may be higher than the initial estimate.

3.11 Travel Insurance

For all bookings we strongly recommend that you take out travel insurance. If a booking is cancelled for a reason beyond our control, we would expect the booker to claim on their travel insurance.

3.12 Contents Insurance

Tyndale House's insurance does not cover individuals' possessions. Individuals are advised to insure his/her own possessions with a reputable insurer.