

TERMS & CONDITIONS - ONLINE REGISTRATION FOR MANAGEMENT SERVICE EVENTS

Please read the following terms and conditions which relate to all conference bookings processed via the online conference registration system for Cardiff University.

These terms and conditions cover the provision of conference facilities, residences and catering services and other facilities set out with the event organiser.

PAYMENT

Full payment is required at the time of booking to confirm your reservation. In the event of cancellation please refer to the Online Registration web page for confirmation of the applicable administration fee and refund date. After this date no refunds will be given.

ACCOMMODATION

Depending on the requirements of each particular event, accommodation may be provided by the organiser as part of the registration fee. If so, all delegates will be sent a copy of the terms and conditions relating to the hotel they have been booked into.

If staying in University residences the following apply:

- All rooms are single occupancy and should not be used for multiple occupancy.
- On the day of arrival residences will be available from 3.00pm unless prior arrangements have been made. All rooms must be vacated by 10.00am on the departure date as stated on the Booking Confirmation email, unless prior arrangements have been made.
- Guests are responsible for any keys/key cards issued to them during their stay. A charge of £20.00 is payable for any replacement keys/key cards and any which are not returned at the end of their stay.
- On the day of departure guests must ensure all personal property is removed from the residence. Failure to do so will entitle the University to remove the guests personal property and dispose of it. Any items left will be held by the Conference and Events office for 2 weeks after departure. If the guest contacts the Conference and Events office within 2 weeks of departure, the items can be returned and the appropriate postal costs will be payable by the guest. After 2 weeks all left items will be disposed of.
- It is the guest's responsibility for ensuring at the end of the event that all locations have been vacated, and all furniture and effects are left in a clean and proper condition. Any damage to University property shall result in the guest being invoiced for the replacement/repair cost. This includes damage, loss or theft of University property, and damage or discharging of fire equipment.

WI-FI PROVISION

- Access to Wi-Fi is available to conference guests free of charge.
- This facility provides limited access to the internet i.e. to public web pages and web-based email only; other services and programs may not work. To use this facility guests require their own laptop, tablet or phone.
- Guests who have registered with their home university/organisation to use the eduroam network should automatically be connected to this network. Connection to this network is the responsibility of the guest's home university/organisation.

NO SMOKING

In relation to the Smoke Free Premises Act the University is committed to making its premises completely smoking free for the protection of all its staff and students, and has issued a policy encompassing government legislation. Therefore smoking, including the use of electronic cigarettes, is not permitted in or on any University premises, except in designated areas. In University residences this includes all study bedrooms, bars, meeting rooms, grounds and communal areas. All members of the University community, students, conference guests and visitors are required to follow this policy while using University premises.

OTHER STIPULATIONS

- No animals, other than guide dogs, may be accommodated on University premises.
- Guests should refrain from any behaviour which may be perceived as harassment or annoyance to other residents or staff on any basis and in particular on grounds of gender, nationality, race, religion or sexuality and sexual orientation. Residents should behave with dignity, courtesy and respect. Any complaints received arising from the unruly behaviour of a group or individual may result in the offending party being requested to immediately vacate the premises.
- Campus Facilities is self-financing and operates a Conference and Events Service as a commercial activity with the purpose of generating income to re-invest back in to the Campus Facilities estate. It is not the intention for Campus Facilities to analyse each individual booking however it is a legal requirement that the University considers if any event is likely to have an impact on the University's reputation. The University also needs to consider whether there is any known or likely impact on the safety of students, staff or wider community attending the event or triggered by the event taking place. This includes detrimental impact on the University's premises and normal course of business.
- It is an offence for any person to display an advertisement i.e. to fly post, anywhere in Cardiff in contravention of Section 220 and 224 of the Town & Country Planning Act 1990 and Section 132 of the Highways Act 1980.
- As a Data Controller, Cardiff University is legally responsible for processing your personal data in accordance with Data Protection legislation. This notice may be updated from time to time to ensure continued compliance with current legislation and to reflect best practice. For further information please view the [Data protection notice](#)

INSURANCE COVER

- The client shall effect third party insurance cover to the extent that it is required by the University. The client shall indemnify the University against all loss and damage and against all claims, suits and costs by reason or in consequence of the booking.
- Except in the case of University negligence, Cardiff University does not accept any responsibility for the loss of, or damage to, personal effects. The University undertakes no responsibility for injury to delegates, visitors or guests while on University property. The client is advised to arrange adequate insurance cover.
- The University will not be liable for failure to comply with any terms or conditions of this contract to the extent that such compliance is prevented, hindered or delayed by any cause beyond its control including but not limited to fire, storm, explosion, flood, snow, Act of God, action of any Government or Governmental Agency, shortage of materials or goods, strike or lock-out.

HEALTH & SAFETY

- It is the responsibility of persons placing bookings (for their own use or on behalf of others) to ensure that the accommodation is suitable for their use or for the use of persons for whom they are placing a booking. It is also the responsibility of persons placing bookings (on behalf of others) to ensure that all guests receive the necessary information - University Joining Instructions and University Terms & Conditions (additional copies can be obtained from the Conference and Events team if required).
- All electrical appliances brought into the premises must be in a safe working order, paying particular attention to the fuse and wiring of the appliance.
- Please note that lighted candles, incense burners or plug-in air fresheners are not allowed in the premises.
- All residents must comply with all University health and safety and fire safety guidance and regulations.