

Terms and Conditions – Imperial College

Please note these are the Terms and Conditions set by Imperial College, not the London School of English.

- 3.1 All cancellations and amendments must be confirmed through the 'my booking' page on the home page of the Website.
- 3.2 Our cancellation and amendment terms firstly reflect the cost to Us in administering your refund, including bank charges. Secondly We have also factored in the costs to the Vendor in terms of reduced probability of the room being filled and any room servicing costs incurred or food purchased in preparation for Guests' visits. As such, We regret that the less warning You give us, the higher the cancellation fee must be. No refunds can be made on or after the day prior to commencement date of the booking (in the case of accommodation) or the day that the booking relates to (in the case of visitor tickets).
- 3.3 Accommodation cancellation policy ("Notice period" relates to the number of days before arrival date):
- | <u>Notice period:</u> | <u>Your refund:</u> |
|-----------------------|--|
| More than two weeks | 100% (minus £10 administration charge) |
| Two weeks to one week | 75% (minus £10 administration charge) |
| One week to two days | 50% (minus £10 administration charge) |
| One day (onwards) | No refund |
- 3.4 Accommodation amendments involving a reduction in the total price of the booking: the above percentages apply to the difference in the original value and the amended value. The amendment can only be made in the same college or location as the original booking, and can only be made where future availability exists: otherwise a cancellation is required.
- 3.5 For amendments involving an increase in the number of Products or nights required, the Booker is advised to repeat the booking process on the Website.
- 3.6 Visitor tickets and tours. Cancellations and amendments to visitor ticket and tour bookings involving a reduction in the total price of the booking: a 100% refund will be made to the Booker if the cancellation or amendment is made anytime up until the day of the visit or tour, minus a £2 administration fee, retained by HistoricBritain.com. From the day of the visit or tour onwards, no refund will be due.