



BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891

Alex House – Key Booking Terms & Conditions (Staff & Students)

Last updated: February 2026

1. Reservations

- Bookings are confirmed only when you receive written confirmation.
- Must be made at least 24 hours in advance.
- Maximum stay: 7 days.
- Rooms available Monday–Friday only.

2. Payment

3. Cancellations

- Cancel 24+ hours before arrival for a full refund.
- If we must cancel your booking, you will receive a full refund (travel costs not covered).

4. Check-In / Check-Out

- Check-in: from 14:00
- Check-out: by 10:00
- Reception payments available 09:00–19:00.
- Valid staff or student ID required on arrival.

5. Guest Responsibilities

- Respect the room and property.
- Follow health & safety rules.
- Avoid disturbance to others.
- Take responsibility for personal belongings.

6. Charges

- Charges may apply for damage, missing items, or excessive cleaning.
- Lost fobs charged at £5.
- Smoking/vaping breaches or unauthorised guests/pets may incur fees.

7. Smoking

- Smoking, vaping, and e-cigarettes are prohibited indoors.

8. Pets

- Pets are not allowed.
- Accredited assistance dogs are welcome.

9. Accessibility

- Please inform us of any accessibility needs before arrival; support is subject to availability.

10. Liability

- Our liability is limited to the value of your booking, unless required otherwise by law.

11. Data Protection

- Personal data is handled according to our Privacy Policy and only used for booking or legal purposes.

12. Contact

Email: Alex.house@bnu.ac.uk