

## Halls of Residence individual accommodation

### Frequently asked questions

- **When is accommodation available?**

Our Halls are available for individual bookings from 4<sup>th</sup> Dec through to the 21<sup>st</sup> of December 2018 and then in 2019 from 11<sup>th</sup> of January through to 22<sup>nd</sup> June 2019.

- **What time can I check in and out?**

Check in time is after 3pm. Check out is before 10am. We reserve the right to charge an extra night if the room isn't vacated by 10am.

- **Where and how do I check in?**

To check in go to the reception desk at the halls of residence and give your name and reservation number.

- **Can I check in late at night?**

Yes, all of our residences have a 24 hour check in service available. However, if you are arriving after 7pm and before 7am could you please let us know.

- **Can I make a provisional booking?**

Unfortunately not. All bookings must be confirmed and paid for in full at the time of making the reservation.

- **Can I cancel my reservation?**

A full refund will be given if cancelled more than 14 days prior to the start of the booking .

25% of the total value of the cancelled booking will be retained if cancelled between 7 and 14 days prior to the start of the booking.

50% of the total value of the cancelled booking will be retained if cancelled between 1 and 7 days prior to the start of the booking.

100% of the total value of the cancelled booking will be retained if cancelled less than 1 day prior to the start of the booking.

- **Is internet access available for guests?**

Wifi is available at all of the halls of residence on a complimentary basis.

- **Can two people share a single room?**

Due to fire safety regulations single rooms are for 1 person only.

- **Can I store my luggage?**

All of our Halls of Residence have limited space and none of them have specific luggage areas. However, in most cases they should be able to store your luggage in reception.

- **Are the kitchens equipped for self catering?**

Stamford Street and Great Dover Street Apartments are equipped for self catering. However, all guests must provide their own crockery, cutlery and utensils as these are not provided.

- **Is breakfast provided?**

No, the rooms are sold on a room only basis.

- **Do bedrooms have fridges?**

No – None of our residences have fridges in bedrooms. However, all guests have access to a shared kitchen which has a fridge.

- **Can I have guests?**

Guests are allowed to visit during the day, however we do not allow overnight stays. Due to fire regulations our rooms are for the advised number for occupants, one for a single and two for a twin room.

- **Is there a curfew?**

During your stay you may enter and exit the residence at any time, however we ask guests to keep noise to a minimum between the hours of 10pm and 7am.

- **Are the rooms air conditioned?**

No the rooms do not have air conditioning.

- **Can I smoke in the residences?**

All King's College London buildings are no smoking. If you are caught smoking in the residences you will be asked to leave immediately.

- **Are towels and bed linen provided?**

Yes, both are supplied as well as a complimentary toiletry pack on arrival.

- **What credit cards do you take?**

Visa, MasterCard, and Switch are accepted. **We are unable to accept American Express, Solo or Diners Club cards.**