



ACCOMMODATION BOOKING Terms and Conditions

Valid for bookings concluding on or after 1 October 2023

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1 Definitions

1.1 In these Accommodation Booking Terms and Conditions:

- a. 'Accommodation Booking' means a confirmed booking of accommodation on the Tyndale House Site, following your submission of a Booking Application, your receipt of an Accommodation Offer sent by Tyndale House, your payment of the Accommodation Booking Deposit, and your receipt of a Booking Confirmation sent by Tyndale House.
- b. 'Accommodation Booking Deposit' refers to a sum of money paid by you to Tyndale House in order to secure your Accommodation Booking.
- c. 'Accommodation Booking Terms and Conditions' refers to this document, and the terms and conditions detailed herein.
- d. 'Accommodation Fee' refers to the charges payable by you to Tyndale House for rental of a Property.
- e. 'Accommodation Offer' refers to an email sent to you by Tyndale House, offering you accommodation based on the details submitted by you in the Booking Application, subject to payment of the Accommodation Booking Deposit.
- f. 'Booking Application' means the application submitted by you via the Booking Form, requesting accommodation on the Tyndale House Site.
- g. 'Booking Confirmation' refers to an email sent to you by Tyndale House following your payment of the Accommodation Booking Deposit, confirming a grant to you of accommodation as detailed in the Accommodation Offer.
- h. 'Booking Form' refers to a form on the [Website](#) by which Booking Applications may be made.
- i. 'Booking Period' means the duration of the Accommodation Booking.
- j. 'Damage Deposit' refers to a sum of money paid by you to Tyndale House as security for any damage that may occur to the Property during or as a result of your stay.
- k. 'Fees Document' refers to a document, [available on the Website](#) and updated from time to time, detailing the current rates of various fees, including some referred to in these Accommodation Booking Terms and Conditions.
- l. 'Library Booking Terms and Conditions' refers to a document, [available on the Website](#) and updated from time to time, detailing the terms and conditions relating to the process for booking access to the Tyndale House library, and to use of the library.
- m. 'Property' refers to a room, flat or house allocated to you by Tyndale House as your accommodation during part or the whole of the Booking Period.
- n. 'Tyndale House' means Tyndale House, a company limited by guarantee, registered in England and Wales with company number 9437542, with registered office at 36 Selwyn Gardens, Cambridge, CB3 9BA.

- o. 'Tyndale House Site' refers to the property owned by Tyndale House at 36 Selwyn Gardens, Cambridge, CB3 9BA, and other surrounding or nearby properties owned or operated by Tyndale House.
- p. 'Website' refers to Tyndale House's website at www.tyndalehouse.com.
- q. 'Working Day' refers to any day which is not a Saturday, Sunday or Bank Holiday in England and Wales. Information about upcoming Bank Holidays can be found [here](#).

2 Mandatory Library Booking

- 2.1 For all Accommodation Bookings, a Library Booking, spanning the same period as the Booking Period, is mandatory. By paying the Accommodation Booking Deposit and thereby accepting these Accommodation Booking Terms and Conditions (as per Clause 5.2 below), you undertake to make both an Accommodation Booking and a Library Booking in your name.
- 2.2 If someone other than you who will be staying in the Property during your Accommodation Booking wishes to use the library for a part or the whole of the Booking Period, they should complete the Booking Form (requesting library access only), which can be found on the Website.
- 2.3 Information about the terms and conditions for Library Bookings can be found in the Library Booking Terms and Conditions, which are [available on the Website](#).

3 Applications

- 3.1 All requests for accommodation must be submitted via the Booking Form on the [Website](#).
- 3.2 All Accommodation Bookings are subject to approval and availability.
- 3.3 Applicants are advised to complete a Booking Application at least five Working Days (Monday – Friday) prior to the beginning of the requested Booking Period in order to ensure sufficient time to process the application.
- 3.4 Before an Accommodation Offer can be made for a stay lasting 13 weeks or longer, one written pastoral and one written academic reference will be required, as well as an informal conversation with Tyndale House's Bookings team (via phone or video call) prior to confirming a booking.

4 Allocation of Accommodation

- 4.1 Tyndale House endeavours to allocate you the most suitable accommodation for your needs. Tyndale House reserves the right to assign Properties at its discretion.
- 4.2 Tyndale House reserves the right to allocate different Properties to you for different portions of the Booking Period.
- 4.3 Tyndale House reserves the right to relocate you to a different Property during the course of the Booking Period should the need arise. If the Accommodation Fee for the new Property is lower than for the old Property, and if you have already made payment, you will be refunded the difference on a pro rata basis.

5 Accommodation Booking Deposit

- 5.1 After you have completed a Booking Application, Tyndale House will review your application. If your application is accepted, Tyndale House will send a quote for your review, followed by an Accommodation Offer. If you would like to accept the Accommodation Offer, you can do so by paying the Accommodation Booking Deposit, using the instructions provided in the Accommodation Offer. Current Accommodation Booking Deposit rates can be found in the Fees Document, which is [available on the Website](#). Your Booking is not confirmed until Tyndale House has received your Accommodation Booking Deposit and sent you a Booking Confirmation. Please note that Booking Confirmations are processed manually, and it may take up to five Working Days from your payment of the Accommodation Booking Deposit for the Booking Confirmation to be sent.
- 5.2 By paying the Accommodation Booking Deposit, you confirm acceptance of these Accommodation Booking Terms and Conditions.
- 5.3 Accommodation Booking Deposits are determined according to length of stay, on a weekly basis. A week is counted as running from Monday at 12pm (noon) until Sunday at 10pm and there are no reductions for part-week stays.
- 5.4 The Accommodation Booking Deposit should be paid within 14 days upon receipt of the invoice, or immediately if the Booking Application is made less than 14 days before the commencement of the Booking Period. Failure to pay the Accommodation Booking Deposit on time will result in expiry of the Accommodation Offer.
- 5.5 You are responsible for covering the cost of any additional transaction or other bank charges incurred when making deposit payments and Tyndale House reserve the right to charge for any such transaction fees.
- 5.6 Upon the commencement of the Booking Period, the balance of the Accommodation Booking Deposit will be credited against the first invoice.
- 5.7 Please note that an additional deposit may apply in relation to your Library Booking. Please consult the Library Booking Terms and Conditions ([available here](#)) for further information.

6 Fees and Billing

- 6.1 With respect to all fees referred to in Section 6, billing is calculated on a weekly basis. A week is counted as running from Monday at 12pm (noon) until Sunday at 10pm and there are no reductions for part-week stays.
- 6.2 Current rates for Accommodation Fees are stated in the Fees Document, which is [available on the Website](#). All fees referred to in Section 6 are reviewed by Tyndale House from time to time and may change. Since rates are subject to change, the rates you pay may be different to those published in the Fees Document at the time you make your booking. While any quote sent to you will be based on rates current at the time the quote is sent, you will be billed based on rates current at the time of your stay. Please note therefore that any fees quoted are estimates only, not guaranteed rates, and that the actual fees you pay may be higher.

- 6.3 Where the Booking Period is shorter than 12 months, a single Accommodation Fee will apply. There will be no separate charges for utilities, bills, linen and basic end-of-stay cleaning (except as indicated under Sections 10 and 11 below). Where the Booking Period is 12 months or longer, a different fee structure will apply, and costs for cleaning, linen (if applicable), utilities and council tax will be calculated separately from rent.
- 6.3.1 Because utilities and council tax contributions (where applicable) are based on costs charged to Tyndale House by third parties, and are therefore beyond Tyndale House's control, Tyndale House reserves the right to change the rates of Utilities and Council Tax contributions as and when necessary, including after the Booking Period has begun. Utilities and Council Tax rates are under regular review, and any changes made while the Booking Period is in progress will be communicated with a minimum of one month's notice.
- 6.3.2 Students may be exempt from paying council tax. More information about how to apply for an exemption from Council Tax is [available here](#). Before submitting a claim for an exemption, the Council Tax bill would need to be formally transferred to your name. Please contact the Finance team by email at finance@tyndalehouse.com to arrange this.
- 6.4 For Accommodation Bookings of 12 weeks or fewer, an invoice for all Accommodation Fees will be issued on the first day of the Booking Period. Payment is expected upon receipt of the invoice, unless payment by instalment has been arranged with the Finance team, who can be contacted by email at finance@tyndalehouse.com. Each instalment must be paid in advance, and no instalment may cover fewer than 4 weeks' accommodation fees. Please note that library fees must be paid up front in full and may not be paid by instalment. Please consult the Library Booking Terms and Conditions for further information ([available here](#)).
- 6.5 For Accommodation Bookings of 13 weeks or more, Accommodation Fees are payable in advance on the first Working Day of every calendar month. Where the Booking Period begins on any day other than the first Working Day of a calendar month, the first invoice will be issued on the first Working Day of the Booking Period and will cover the applicable days of that calendar month, calculated on a pro rata basis. Where the Booking Period concludes on any day other than the final Working Day of a month, the final invoice will be issued on the first day of the final calendar month and will cover the applicable days of that calendar month, calculated on a pro rata basis. Please note that library fees must be paid up front in full and may not be paid by instalment. Please consult the Library Booking Terms and Conditions for further information ([available here](#)).
- 6.6 You are responsible for covering the cost of any additional transaction or other bank charges incurred when making accommodation payments and Tyndale House reserves the right to charge for any such transaction fees.

- 6.7 Accommodation Fees are reviewed on a regular basis. Where you have a future Accommodation Booking which would be affected by an increased Accommodation Fee, Tyndale House will notify you of the increase via email to the email address provided in your Booking Application. The email will be taken as received at 9.00am on the next Working Day after sending, from which point you will have 14 days during which you may cancel your Accommodation Booking (by email to bookings@tyndalehouse.com) for a full refund of your Accommodation Booking Deposit, with no administration fee charged. If a request to cancel your Accommodation Booking is not received within 14 days, you will be taken to have accepted the updated Accommodation Fee, and the standard cancellation policy (see Section 13) will apply to any subsequent cancellation request.
- 6.8 Please note that additional fees will apply in relation to your Library Booking. Please consult the Library Booking Terms and Conditions for further information ([available here](#)).

7 Right to Rent

- 7.1 It is your responsibility to ensure that you and any others staying at the Property with you are able to legally enter the UK, and to remain in the UK for the full duration of the Booking Period. If you are denied entry at the UK border, and therefore unable to fulfil your stay, the standard cancellation procedure will apply, as detailed in Section 13 below. Tyndale House is unable to provide immigration advice.
- 7.2 Upon your arrival, Tyndale House may need to complete a Right to Rent check for all persons aged 18 or over staying at the Property. This requirement applies to Accommodation Bookings of 12 weeks' duration or longer, and to Accommodation Bookings where an Assured Shorthold Tenancy Agreement is required (see Section 8). The standard cancellation policy (see Section 13) applies if you fail to prove your right to rent in England. Further information about which documentation is required to check and prove your Right to Rent in England is [available here](#).

8 Assured Shorthold Tenancies (ASTs)

- 8.1 Where Tyndale House accommodation would serve as an applicant's only and/or permanent home, Tyndale House and the applicant will be required to sign an Assured Shorthold Tenancy Agreement (AST Agreement) before access to the Property is granted. Where an AST Agreement is required, the resident will be informed, and will be able to review the AST agreement, in advance of their stay.
- 8.2 Additional terms and conditions will be specified in the AST Agreement. Where there is any conflict between any of the terms of the AST Agreement and any of the terms of these Accommodation Booking Terms and Conditions, the terms of the AST Agreement will take precedence.

9 Damage Deposit

- 9.1 For Accommodation Bookings of 13 weeks or more, or Accommodation Bookings where an Assured Shorthold Tenancy Agreement is required (see Section 8 above), a Damage Deposit will be required. Tyndale House reserves the right to request full payment of the Damage Deposit before you are able to access to the Property. The value of the Damage Deposit is dependent on the length of the Booking Period. An overview of current Damage Deposit rates can be found in the Fees Document ([available here](#)).
- 9.2 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 Accommodation Booking.
- 9.3 At the conclusion of the Booking Period, Tyndale House reserves the right to make deductions from the Damage Deposit to cover the cost of rectifying any damage to the Property or its contents, to replace any items missing from the Property, and/or to cover any fees due from you which remain unpaid.
- 9.4 The Damage Deposit will be repaid, minus any deductions as outlined in Clause 9.3, 10.7, 10.11 or 11.7, within 14 days of the conclusion of the Booking Period.

10 Use of the Property

- 10.1 You must not use the Property for the purposes of conducting a business.
- 10.2 You must not keep any pets or any other animals in the Property.
- 10.3 You must not smoke or allow any other persons to smoke in the Property or anywhere on the Tyndale House Site.
- 10.4 You must not make any alterations in or additions to the property, and not cut, maim, puncture or injure any of the walls, partitions or timbers of the same without Tyndale House's prior consent.
- 10.5 You must not hang any posters, pictures or other items in the property using Blu-Tac, Sellotape, nails, adhesive or their equivalents.
- 10.6 You must not bring or leave in the Property or grounds any additional furnishings or equipment, to include electrical equipment, without Tyndale House's prior consent.
- 10.7 You must avoid flushing any unsuitable items down the toilets at the Property. Unsuitable items include paper towels, sanitary products, tissues and wipes. Where any blockage or over-flow occurs in any of the drains, gutters, down-pipes, sinks, toilets, or waste pipes which serve the Property, and where the blockage is caused by negligence or misuse on the part of you, anyone staying in the Property with you, or your guests, Tyndale House reserves the right to bill you or to make deductions from the Damage Deposit (where applicable) for the reasonable cleaning and/or repair costs incurred by Tyndale House to rectify the issue.
- 10.8 You must, as far as possible, avoid hanging or placing wet or damp articles of washing upon any item of furniture or room heater and instead use the communal tumble dryer or the outdoor drying facilities. If necessary to dry articles of washing inside the Property, you must ensure that any trace of black mould is removed immediately using black mould remover spray.

10.9 When connecting appliances to the mains electric system, you must take care not to cause an overload of the electrical circuits by the inappropriate use of multi-socket electrical adaptors or extension cables.

10.10 You must promptly inform Tyndale House of any damage or maintenance problems at the Property.

10.11 Tyndale House reserves the right to bill you, or to make deductions from the Damage Deposit (where applicable), where you have failed to comply with the conditions of Section 10, to pay the reasonable cleaning and/or repair costs incurred by Tyndale House to remedy that failure.

10.12 There is no available parking at the Tyndale House Site.

11 Cleaning and Linen

11.1 Where the Property is an ensuite bedroom located on the corridor above the Tyndale House library, clean linen will be supplied on a fortnightly basis, and Tyndale House will provide cleaning of the ensuite bedroom at least once a month by arrangement with you.

Linen Included in an Ensuite Bedroom Booking:

Bedding Pack	One duvet; one pillow per single bed, and two pillows per double bed
Linen Pack	One bottom sheet; one duvet cover; one (two for double bed) pillowcase per bed
Protectors	One mattress protector; one pillow protector per pillow
Towel Pack	One bath sheet and one hand towel per person; one bathmat

11.2 Where the Property is a flat or house, and where the Booking Period is shorter than 12 months, linen and towels will be provided by Tyndale House.

Linen Included in a Flat or House Booking (Shorter than 12 Months):

Bedding Pack	One duvet per bed; one pillow per single bed, and two pillows per double bed
Linen Pack	One bottom sheet; one duvet cover; one (two for double bed) pillowcase per bed
Protectors	One mattress protector per bed; one pillow protector per pillow
Towel Pack	One bath sheet and one hand towel per person; one bathmat
Kitchen Pack	Two hand towels, four tea towels

Additional linen may be hired for a returnable fee on request, subject to availability.

- 11.3 Where the Property is a flat or house, and where the Booking Period is shorter than 12 months, the Accommodation Fee covers the cost of a light clean of the Property upon your departure, but does not cover deep cleaning. The Property should be left in a reasonably clean condition at the end of your stay. Guidance will be provided in the leaving instructions that Tyndale House will send to you prior to your departure. Failure to leave the Property in an acceptable condition may result in a deduction from the Damage Deposit.
- 11.4 Where the Booking Period is 12 months or longer, a different fee structure will be used, as per Clause 6.3. Cleaning costs and linen hire (if desired) will be charged separately to rent.
- 11.5 You are responsible for keeping the contents and interior of the Property in a good and clean condition, including shared spaces.
- 11.6 Tyndale House reserves the right to inspect the Property. 48 hours' notice will be provided.
- 11.7 Tyndale House reserves the right to bill you, or to make deductions from the Damage Deposit (where applicable), where you have failed to comply with Clause 11.5, to pay the reasonable cleaning and/or repair costs incurred by Tyndale House to remedy that failure.

12 Amendment of Accommodation Bookings – Prior to Commencement of Booking Period

- 12.1 You may request a change to the dates of the Booking Period for your Accommodation Booking by email to bookings@tyndalehouse.com. The grant of any such request will be subject to availability. Where the allocated Property is a flat or house, any amendments must be requested no fewer than 12 weeks in advance of the beginning of the Booking Period.
- 12.2 A £30 administration charge will apply when amending an Accommodation Booking prior to the commencement of the booking. Where a £30 administration fee would already apply for amending your Library Booking (as per the library Booking Terms and Conditions [available here](#)), you will only be charged one £30 fee.
- 12.3 Where an amendment results in the Booking Period being shortened, the cancelled weeks will be treated in the same way as a full cancellation, as outlined under Section 13. If a loss of Accommodation Booking Deposit applies, you will need to top up your Accommodation Booking Deposit in order to retain the remainder of your Accommodation Booking.
- 12.4 Any extension to your stay beyond the end of the Booking Period is subject to availability and should be requested by emailing bookings@tyndalehouse.com well in advance. Please bear in mind that any extension, if granted, may require you to move to a different Property.

13 Cancellation of Accommodation Bookings – Prior to Commencement of Booking Period

- 13.1 An Accommodation Booking may be cancelled prior to commencement of the Booking Period, but the following loss of the Accommodation Booking Deposit will apply (except in certain circumstances as detailed under Clause 6.7):

13.1.1 Where the allocated Property is an ensuite bedroom located on the corridor above the Tyndale House library:

Notice given by applicant – number of days before commencement of Booking Period	Refund available
28+ days	Full refund
14-27 days	50% refund
Under 14 days	No refund

13.1.2 Where the allocated Property is a flat or house:

Notice given by applicant – number of weeks before commencement of Booking Period	Refund available
26+ weeks	Full refund
12-25 weeks	50% refund
Under 12 weeks	No refund

- 13.2 To request a cancellation, please email the Bookings team (bookings@tyndalehouse.com).
- 13.3 Notice periods are calculated based on the period of time between the date when notice is given and the first day of the Booking Period.
- 13.4 For information regarding the effect of a cancellation upon any additional deposit paid in relation to your Library Booking, please consult the Library Booking Terms and Conditions ([available here](#)).
- 13.5 In addition to any deductions made under Clause 13.1, a £30 administration charge will apply when cancelling an Accommodation Booking before commencement of the Booking Period.

14 Shortening of Accommodation Bookings – During Booking Period

- 14.1 A £30 administration charge will apply when shortening an Accommodation Booking during the Booking Period.
- 14.2 Where the allocated Property is an ensuite bedroom located on the corridor above the Tyndale House library, a minimum of two full weeks' (Monday – Sunday) notice (by email to bookings@tyndalehouse.com) is required for shortening of the Booking Period.
- 14.3 Where the allocated Property is a flat or house:
- 14.3.1 Where the Booking Period is to be shortened by 12 weeks or less, a minimum of four full weeks' (Monday – Sunday) notice (by email to bookings@tyndalehouse.com) is required.
- 14.3.2 Where the Booking Period is to be shortened by 13 weeks or more, a minimum of six full weeks' (Monday – Sunday) notice (by email to bookings@tyndalehouse.com) is required.
- 14.4 Notice periods are calculated based on the period of time between the date when notice is given and the new requested end date of the Booking Period.
- 14.5 No refund or reduction in fees will apply with respect to the notice period.

- 14.6 No refund of fees will be given for parts of a week.
- 14.7 To request a cancellation, please email the Bookings team (bookings@tyndalehouse.com).
- 14.8 Where an AST Agreement has been used (See Section 8), please note that the procedures and charges relating to early termination of your stay will differ from those outlined in Section 14. Please consult the AST Agreement for details.
- 14.9 For information regarding the effect of a shortened Booking Period upon any additional deposit paid in relation to your Library Booking, please consult the Library Booking Terms and Conditions ([available here](#)).

15 Overnight Guests

- 15.1 Where the Property is an ensuite bedroom located on the corridor above the Tyndale House library, no overnight guests are permitted.
- 15.2 Where the Property is a flat or house, overnight guests are permitted. However, due to fire safety and security considerations on the Tyndale House Site, the following restrictions apply:
 - 15.2.1 You must give the Bookings team advance notice (by email to bookings@tyndalehouse.com) of any overnight guests.
 - 15.2.2 You must seek permission from the Bookings team (by email to bookings@tyndalehouse.com) for any guests who would be staying for 7 nights or longer.
 - 15.2.3 The number of people staying in a Property on any given night must not exceed the maximum occupancy for that Property. The Bookings team (bookings@tyndalehouse.com) [can advise of](#) occupancy limits for particular Properties.
- 15.3 Additional linen and an air bed may be hired for a returnable fee on request to the Bookings team, subject to availability.
- 15.4 You may not sublet the Property or allow anyone else to stay overnight while you are not present.

16 Travel Insurance

- 16.1 For all Accommodation Bookings, Tyndale House strongly recommends that you take out travel insurance. If a booking is cancelled for a reason beyond Tyndale House's control, Tyndale House would expect the booker to claim on their travel insurance.

17 Contents Insurance

- 17.1 You are advised to insure your own possessions with a reputable insurer. Tyndale House's insurance does not cover individuals' possessions, so any personal possessions left unattended at Tyndale House by a reader or resident are left at their own risk.

18 Breach of Terms and Conditions

- 18.1 Tyndale House reserves the right to terminate your Library Booking and/or Accommodation Booking if you breach these Terms and Conditions.