

Reservations

1. Guests will need to confirm payment details when creating a reservation.
2. Please check that the details of the reservation made are complete and accurate before confirming the reservation. KAUST Inn will not be liable for any delay or non-performance if incorrect information is provided.
3. KAUST Inn will confirm acceptance of a reservation by sending an email to the email address provided by the requester during the reservation process. The contract between KAUST Inn for the provision of a room and any additional services added to a reservation will be formed upon confirmation of reservation.
4. If there is a mistake in the details of a confirmed reservation, contact KAUST Inn reservation by email at kaust-inn@kaust.edu.sa.

Arrival and departure

5. Rooms are available from 2pm on the arrival date.
6. Guests will be asked to provide proof of identity and / or nationality upon check-in. Guests will be asked to complete a registration form and provide their identity card / passport details. Acceptable forms of identification are: a passport, driving license or ID card.
7. Rooms must be vacated by 12 noon on the day of departure. Failure to leave your room by this time may result in a late check-out charge.
8. Local laws restrict unmarried guests from sharing rooms. Guests are responsible for providing proof of marriage, if requested by the property. Couples wishing to share a room must provide proof of marriage. One child 16 years old or younger stays free when occupying the parent or guardian's room, using existing bedding. Only registered guests are allowed in the guestrooms.

Room prices

9. Room prices are per room, per night and are inclusive of VAT at the applicable rate at the time of your reservation.
10. Breakfast is not included in the room price but may be added to a reservation during the booking process or made available during a guest's stay. Breakfast may be paid for at the same time as payment for the room.
11. KAUST Inn facilitates breakfast booking and payment to the Service Provider on behalf of the guest.
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Occupancy

15. The maximum room occupancy is as below:
Standard Room - two pax | Hotel Suite - two pax | Twin Suite - two pax | Junior Suite - two pax | Executive Suite - four pax
16. Guests must not exceed the maximum occupancy for the room allocated.
17. Children under 16 are not permitted to stay at KAUST INN accommodation without confirmation of approval of parental or legal guardianship.
18. Children sharing the same room as their parents and using existing bedding are free of charge. Baby cots for infants (0-2 years capacity) may be requested, and are subject to availability.

Accessibility

19. KAUST Inn hotel has rooms which are specially adapted for customers with special needs.

Special requests

20. Although KAUST Inn will try to accommodate special requests, all rooms are subject to availability.

Paying for your room

21. Direct Payment reservations may be made by bank transfer or in cash or using a credit or debit card. The expiry date of your debit/credit card must be later than the end of your stay.
22. The KAUST proponent will be fully responsible for their guest's unfulfilled accommodation payment requirements.
23. Accounts must be settled in full at time of checkout. The KAUST Proponent is responsible for ensuring payment for the full period and any additional charges. In the event of the account not being settled the KAUST proponent will be responsible for all costs relating to your reservation.

Alterations to Reservations

24. Amendments can only be accommodated with reference to a confirmed booking.
25. The effective date of an amendment to a booking will be the date it is acknowledged by KAUST Inn.
26. Alterations to reservations should be submitted latest 48 hours (Individuals) or 21 days (Groups) before the guest's arrival date.

Late Notification

27. Reduction to lengths of stay must be requested at the KAUST Inn II reception 48 hours (Individuals) or 21 days (Groups) before the confirmed check out date. Late notification will incur a fee.

Cancellations

28. Rooms may be canceled 48 hours (Individuals) or 14 days (Groups) before the arrival date without a guest incurring any fees. A cancellation email will be sent and should be retained as proof of cancellation.
29. Cancellation made within 48 hours (Individuals) or 14 days (Groups) will incur a fee. A cancellation email will be sent and should be retained as proof of cancellation.
30. If a guest has a confirmed reservation, the room will be held until 12:00 p.m. the following day following your scheduled arrival. If you a guest does not check in by that time, the reservation is considered a "no-show" and charged a no-show fee.

KAUST Inn right to cancel

31. KAUST Inn may cancel a reservation if an event outside of our control (including fire, flooding, and failure of power and/or water supplies or emergency evacuation) means that we are unable to make your room available to you. In this case KAUST INN will contact you to let you know as soon as possible.
32. Outside what is set out above, KAUST Inn will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations that is caused by an event outside of KAUST Inn control.

KAUST Inn expectations of guests

33. Apply best judgment and common sense to meet the requirements of the KAUST Code of Conduct as below:
- The academic and administrative buildings are public areas where teaching, study, research and other work takes place. Attire while on the academic campus should reflect a professional or "smart casual" appearance.
 - For men, appropriate attire means a thobe or trousers and a collared shirt.
 - For women, appropriate attire means tops with sleeves and trousers or medium-long length skirts.
 - Short, transparent or revealing garments are inappropriate in public areas.
 - When using community and recreation facilities, modest and non-revealing attire is appropriate. Conservative, non-revealing swimwear must be worn at communal swimming pools, beaches, and boating areas. Swimwear must be covered outside the immediate swimming areas.
34. Guests must not:
- smoke anywhere inside any KAUST Inn premises. This includes the smoking of e-cigarettes. Permitted smoking areas will be identified on site. Smoking on KAUST Inn premises outside of the designated smoking area will result in remedial action being taken;
 - bring any pets onto KAUST Inn premises, with the exception of assistance dogs;
 - bring any potentially dangerous or hazardous materials or equipment onto KAUST Inn premises;
 - use any electrical appliances that may set off the fire alarm system, such as toasters, mini cookers or portable grills;
 - tamper with any fire alarms or emergency equipment;
 - remove, damage or destroy any KAUST Inn property;
 - use any of the technology provided by KAUST Inn to download or access any unlawful or obscene material; or
 - cause unreasonable disturbance to our other guests or any KAUST Inn staff.
35. If a guest causes damage or loss of any kind to the hotel, other guests or their property, the requestor (as the person making the booking) will be responsible for that damage or loss and shall be liable to pay to KAUST Inn the amount required to make good or remedy such damage or loss.
36. If a guest causes damage to the hotel, adversely impacts upon other guests' experience or their property, or otherwise breach any of these terms and conditions, KAUST Inn reserves the right to:
- cancel the reservation with immediate effect and (if appropriate) request the removal of the guest from KAUST Inn premises;
 - escalate issue as reported to management;
 - charge the guest full amount of the reservation; and/or
 - refuse future reservations