

# **Terms and Conditions**

## **I. Security Deposit (to guarantee apartment/contents/unpaid telephone charges):**

### Bookings for 28 nights plus - private clients

A 4-week deposit is required on time of booking for a private booking. This is generally returned 5 weeks after departure or when we have received your final telephone bill and all of the charges have been settled including any charges for damages.

### Bookings for 28 nights plus- company booking

A 2-week deposit is required on time of booking for a company booking. This is generally returned 5 weeks after departure of when we have received your final telephone bill and all of the charges have been settled including any charges for damages.

### Bookings under 14 nights - private & company

£250.00 per apartment is required on time of booking which can be paid from a valid credit/ debit card or we can pre-authorise a credit/debit card (note for card authorisations your card issuer will deduct the value from your available balance and it may take them up to 7 days to release it back to you)

Should you then wish to extend further then a deposit would have to be taken before confirming. The deposit would depend on the amended length of stay.

### Bookings over 14 nights and under 28 nights private & company

A deposit is required equal to half of the clients stay i.e for a 20 nights booking, 10 nights deposit would be required.

Please note that some of our apartments are in residential building and there are strict rules in terms of conduct and noise, failure to comply with these may also result in loss of all or part of deposit. Parties are not permitted on site.

## **II. Payment:**

We accept payment by way of Credit or debit card, travellers cheque, bank transfer or cash paid in sterling.

Payment is required prior to your arrival date.

Your reservation has been guaranteed / payment deducted from credit card and the total cost of your stay as well as the deposit and a tenancy agreement fee of £88.13 (if applicable).

### **III. Cancellation Policy:**

#### Bookings of 28 nights or more

2 weeks written notice is required to cancel or shorten a booking, if this is not given then a penalty fee equal to the shortfall in notice given is charged, If 6 nights notice is given then the client is charged 8 nights accommodation.

#### Bookings of less than 28 nights

48 hours written notice is required prior to arrival to cancel or shorten a booking. If the booking is cancelled after arrival then client has to pay 50% of their stay.

If the booking is shortened after arrival then we would require 50% of the number of the nights shortened.

For example: book for 20 nights and after 5 nights decide to change the booking to a 10 night stay. You would then pay 50% of the shortened period, so 15 nights for the stay.

In all instances the full deposit will be refunded, however please be advised that if this was paid via a credit card then the credit card admin fee is non refundable.

Insurance: The Apartment Service does not provide adequate insurance for your personal items, nor is this provided under the insurance cover for your apartment. It is therefore advised that you make arrangements for insurance cover for your personal items.

### **IV. Extensions:**

If you have booked your apartment for 28 days plus we will give you the option to extend. We require your extension/departure date in writing two weeks prior to your original departure date.

If you booking is under 28 nights and you wish to extend then this is only subject to availability.

### **V. Services we offer:**

\*Weekly servicing with the option to pay extra for additional servicing, please be advised that for stays of 7 a weekly clean is not carried out.

\*Free view channels

\*Linen, towels

\*Welcome tray with tea, coffee, milk and sugar.

\*Broadband access

#### **VI. Pre-book able extras available for a charge include:**

\* Secure car parking (some apartments are free of charge though you need to **request parking on time of booking.**)

\* Welcome pack - £35 plus vat

\* Extra Sky packages

\*Taxi transfers

\*Cots

\*Fold away bed

\*Safe

If you require any of these services please request these on time of booking, we generally require 48 hours notice.

Please be advised that we operate a no smoking and no pets policy throughout our apartments.

We offer all of our guests a 48 hour guarantee upon check-in, if for whatever reason you decide the apartment is not suitable for you we will offer you the choice of either another apartment or you are free to vacate immediately without incurring any charge.