



TERMS & CONDITIONS

BOOKING PROCEDURE

Confirmation of Availability: Once availability is confirmed to The Guest *20 The Barons Luxury Serviced Apartments* will complete a Rental & Booking Confirmation Form which will be sent to you with your Pro Forma invoice/s.

Confirmation of Reservation: To confirm your reservation we require a 50% deposit for stays of less than a month. For stays of over a month we require one month's payment one month in advance.

PAYMENT PROCEDURE

Initial payment: Payment for each reservation to be by bank transfer,

Further payments: We send out monthly Pro Forma Invoices (one per month or part of month) covering the entire time booked. Each invoice will show when each payment is due. On receiving your remittance advice we will send you a Receipt.

ARRIVAL AND CHECK OUT

Check in and Check out: Times by prior arrangement. We aim to be as accommodating as possible regarding arrivals and departures.

Show Round: One of our team will show the guest or guest's representative around the apartment and explain how all the appliances and facilities work. At that time we will hand over the keys and give contact details for all enquiries during the guest's stay.

Your Contact at 20 The Barons: At *20 The Barons Luxury Serviced Apartments*, we want our guests' stay to be perfect and we are on call from 9am – 5pm for general housekeeping and concierge services and 24/7 for emergencies. Please call 07972 601613 for all contact and we will direct your call to the appropriate person.

CANCELLATIONS AND REFUNDS:

Cancellation of stay: In the event of cancellations for whatever reason, any person leaving the rented apartment prematurely (ie less than 28 days prior to departure), will not be entitled to a refund. Premature notice to vacate the apartment must be in writing. If you cancel a booking 28 days or less prior to the commencement of the Rental Period but more than 14 days prior to commencement of the Rental Period then you will be liable to pay 50% of the full accommodation rental fees as set out in the Confirmation of Booking (“Accommodation Fees”) for the entirety of the Rental Period (and you authorise *20 The Barons* to deduct such sums from the credit or debit card details which you supplied when making the booking).

If you cancel a booking 14 days or less prior to the commencement of the Rental Period then you will be liable to pay the full Accommodation Fees for the entirety of the Rental Period (and you authorise *20 The Barons* to deduct such sums from the credit or debit card details which you supplied when making the booking).

Insurance: It is a condition of each booking that the person making the booking must take out their own insurance to cover themselves and their guests for cancellation of the reservation for whatever reason: personal injury, loss of property and for all eventualities including any damage to the apartment. Only named guests on the reservation form can stay in any apartment unless written permission is sought and given.

Our responsibilities: *20 The Barons Luxury Serviced Apartments* is not entitled to cancel a booking once a Booking Confirmation has been sent. However there may be circumstances beyond the reasonable control of the host, or emergencies in which the accommodation is unavailable for all or part of a rental period. In those exceptional circumstances we will do what we can to assist and we will arrange for suitable alternative accommodation (to be of comparable quality and character if possible). If the suitable alternative accommodation offered to you is unacceptable to you, we shall refund monies paid in full, but not be liable for any further costs or claims.

DISABILITY & DISCRIMINATION

Our company operates in accordance with the Disability Discrimination Act 1995 and the Equality Act 2010 and, as such, we encourage all prospective guests to talk to us about any special accommodation requirements they may have. We will be pleased to discuss our most appropriate accommodation solutions with the aim of making all guests' stay as comfortable as possible.

SAFETY AND SECURITY

Safety: You have primary responsibility for your own safety during your stay at *20 The Barons Luxury Serviced Apartments*. You must read the Fire Safety guidance provided in your apartment and you should listen to any instruction or explanation which are provided by the check in staff when showing you around the accommodation. You must comply with our Guest Services Agreement which is provided in the apartment.

Damages: The Apartments are cleaned scrupulously prior to the guest's arrival. They are prepared to the highest standards: beds are dressed with crisp white bed linen, fluffy towels put in place and a generous welcome hamper awaits you. We provide basic supplies of tea, coffee, sugar, bread, milk, washing up

detergents, shower gel and hand soap.

Guests are responsible for keeping the furniture, fittings, effects, facilities and equipment of their short term rental accommodation in the same state they found it in at the commencement of the stay. Guests are responsible for any damage or loss occurring in or to the property whilst in residence, and if any damages occur they will be deducted at cost value from the deposit.

Keycards: Please be aware lost keycards are charged out at £50 per card. Small household crockery and glassware breakages and wear and tear will not be charged for.

Quiet Enjoyment at 20 The Barons: At *20 The Barons Luxury Serviced Apartments* we pride ourselves on offering a unique and luxurious home from home residence. As a result, we work hard to safeguard a totally discreet and private environment for all our guests. Please offer the same courtesy to all other guests staying at 20 The Barons. Sharing of information with third parties about other guests staying at 20 The Barons will result in us asking you to leave. Please also consider our neighbours, especially if you arrive or depart at unsocial hours.

GENERAL

Entry and Repairs: In the event of an emergency, where access is required to prevent damage or harm to the property or the guests, the staff of *20 The Barons Luxury Serviced Apartments* reserve the right to enter without prior agreement if they have been unable to contact you.

Use of Apartments: Commercial use of apartments or sub-letting, during the term of the stay is not allowed without prior written permission. This includes photographs or filming for promotional or commercial purposes. Failure to get permission will have the effect of terminating the agreement immediately with no refund issued for the balance of the stay.

HOUSEKEEPING & INFORMATION

WiFi Internet: Wireless Internet is complimentary in all our apartments, and is password secured. Guests need to ensure their computers are compatible with British settings and standards. All Internet providers occasionally have temporary short-term Internet communication failures and in those rare events of Internet failure, we cannot be held responsible for any loss of Internet connection or data associated with it. Our Internet connections are permanently switched on. You will find your WiFi password in your Welcome Notes in the apartment.

Pets/Animals: We ask that you do not allow pets into the apartments without prior written permission.

Smoking: All our apartments are non-smoking. Smoking in the garden or on balconies or terraces is

allowed with prior agreement.

Rates: are inclusive of all taxes & utilities. Some charges may apply for additional satellite channels or films. The accommodation fees set out in the Booking Confirmation are for rental of the accommodation only. No additional concierge or other services which you book through *20 The Barons Luxury Serviced Apartments* are included.

Cleaning & Housekeeping: Housekeeping will clean your apartment once a week. Bed linen and towels will be changed and we will clean your kitchen and bathroom throughout and dust and vacuum. If you require more cleaning or ironing or laundry services, we will be pleased to provide this extra service. Please see our Guest Services document for prices and details.

Complaints: Any complaints or damages must be notified to *20 The Barons Luxury Serviced Apartments* as soon as possible so that any issues can be addressed immediately.

LIABILITY & CLAIMS

Any claims made by you under this agreement must be made through *Brooking & Edmonds Ltd*. *20 The Barons Luxury Serviced Apartments* is run by *Brooking & Edmonds Ltd* who act as agents for the property owners. This agreement is between *Brooking & Edmonds Ltd* and The Guest. It is the responsibility of The Guest to make the guest staying in the apartment aware of these terms and conditions.

Claims: *Brooking & Edmonds Ltd* will not be liable to you for any business, financial or economic loss or for any consequential or indirect losses such as lost reputation, lost bargain, lost profit, loss of anticipated savings or lost opportunity arising as a result of this agreement, the Accommodation or the rental (whether such loss arises as a result of the Host's negligence or otherwise). *Brooking & Edmonds Ltd* and the property owners are not responsible for the loss of any personal belongings. Safes are provided in your apartment for your valuables.

Liability: *Brooking & Edmonds Ltd*' liability for all losses (with the exception of personal injury or death arising as a result of negligence) will be limited to the cost of obtaining replacement accommodation for the agreed Rental Period or the amount of the Accommodation Fees and charges payable by you, whichever is the higher amount.

Nothing in this clause limits or excludes the liability of the Host for death or personal injury arising as a result of their negligence or the negligence of their agents or employees.

AGREEMENTS

The Small Print: You agree that you have the power to enter into this agreement. You will not be entitled to withhold by way of set-off, deduction, counter-claim any amounts which you owe to *Brooking & Edmonds Ltd* against any amounts that may be owed to you. *Brooking & Edmonds Ltd* will be entitled to assign or sub-contract their obligations under this Agreement.

Brooking & Edmonds Ltd will not be liable to you or be deemed to be in breach of these terms by reason of any delay in performing, or any failure to perform, any of their obligations, if the delay or failure was due to

any cause beyond their reasonable control such as severe weather, subsidence, power or other utility cut-off, burglary, natural disaster, strikes, governmental action, terrorism, war and civil unrest.

Save in the case of fraud these terms represent the entire agreement between the parties and supersede any previous marketing information, representations or agreements whether recorded in writing or otherwise.

The parties agree that these terms are fair and reasonable in all the circumstances. However, if any provision of these terms is held not to be valid by a court of competent jurisdiction but would be valid if part of the wording were deleted, then such provision shall apply with such deletions as may be necessary to make it valid. If any of the provisions in these terms are held not to be valid the remaining provisions of these terms shall remain in full force and effect.

The Parties: All agreements made between *Brooking & Edmonds Ltd* and The Guest are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the exclusive jurisdiction of the English courts.

Acceptance of Terms & Conditions

All guests must confirm that they have read our booking policy and accept these terms and conditions and will be responsible for their own personal travel/holiday/business insurance before we can process their reservation. By signing these Terms & Conditions on the booking form you are agreeing to these Terms and Conditions and confirming that *Brooking & Edmonds Ltd* can claim for any damages or items that need replacing on the deposit held. If any damages incurred exceed the deposit, any outstanding balance will be paid for by The Guest.

I agree these terms & conditions on behalf of:

ADDRESS:-----

Signed:_____

For and on behalf of The Guest:-

Position held at The Guest:_____

Please print name:_____

Witnessed by:- _____

Print Name: _____

Witnesses Occupation & Address

Date:_____

Thank you for choosing to stay at 20 The Barons Luxury Serviced Apartments.

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