



TERMS AND CONDITIONS

20 The Barons, St Margarets, Twickenham, Middlesex, TW1 2AP.
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This Agreement

1. This agreement is between the Guest named on the Booking Summary (you) and the host (the Host) of the accommodation as detailed in the Booking Summary (the Accommodation). The Host is the owner of the Accommodation or the person who is duly authorised to arrange rentals of the Accommodation. This agreement details the terms and conditions which apply between you and the Host relating to your rental of the Accommodation.
2. Brooking & Edmonds Ltd which operates the **20 The Barons.co.uk** website (**20 The Barons**) is the Host's agent for the purpose of this Agreement but is not the Host. Please note that this Agreement is between you and the Host (for details of the terms which apply between you and **20 The Barons**, please see here, referred to as the Guest services agreement).
3. This agreement is a licence to occupy the Accommodation during the agreed period as set out in the Booking Summary ("Rental Period"). You are not a tenant of the Accommodation and you have not been granted exclusive possession of the Accommodation. You are renting the Accommodation under a licence of occupation.

Booking and Cancellation

1. The Booking Summary which you have accepted is not a booking confirmation, the Accommodation will be booked for the Rental Period upon dispatch of a Confirmation of Booking and the Host is not obliged to make the Accommodation available, nor is a binding contract in place, until such time as the Confirmation of Booking has been sent to you by email.
2. On dispatch of the Confirmation of Booking you will be liable to pay the fees due in full and **20 The Barons** will collect a prepayment for an amount as set out in the Booking Summary (which may be the entire amount of the fees due).
3. You may cancel a booking at any time up to 28 days prior to commencement of the Rental Period however in those circumstances the prepayment will not be refunded to you.



4. Unless otherwise specified in the Booking Summary the following cancellation policy

will apply. 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).

5. 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).
6. The Host is not entitled to cancel a booking once a Confirmation of Booking 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 and in those exceptional circumstances we will do what we can to assist and the Host will arrange (through **20 The Barons**) for suitable alternative accommodation during the Rental Period (which will, if possible, be of comparable quality and character). If alternative hosted accommodation is available then your contract with the Host may be terminated and **20 The Barons** will arrange for a new agreement entered into with a new Host.
7. In the event that the Accommodation becomes unavailable during the Rental Period and in the event that you do not accept any suitable alternative accommodation which is offered to you then you are entitled to cancel the booking and the pre-payment will be refunded to you, but neither the Host or **20 The Barons** will be liable to you for any further amounts in respect of the cancellation of the booking.

Fees and Charges

1. You agree to pay the Accommodation Fees as set out in the Booking Summary without deduction; you also agree to discharge the cost of any damage to the Accommodation or contents and to pay any fees in relation to overstaying.
2. If the term is for up to two months the full amount is payable in advance. If the term is for longer than two months a rolling payment equal to two months rent is payable in advance.
3. The Accommodation Fees set out in the Confirmation of Booking are for rental of the Accommodation only. No additional concierge or other services which you book through **20 The Barons** are included – please see here for terms and conditions



relating to concierge and other services.

4. By accepting these terms you agree to pay the Accommodation Fees in full and you authorise **20 The Barons** to collect the prepayment amount referred to in the Booking Summary. The prepayment is not refundable.
5. On commencement of the Rental Period the remainder of the Accommodation Fees will be taken by **20 The Barons** check-in staff. If you fail to arrive to a booking or check-in then for the avoidance of doubt you will be responsible for the entire Accommodation Fees for the booking (and you hereby authorise **20 The Barons** to deduct such sums from the credit or debit card details which you supplied when making the booking).
6. All fees and charges will be collected by **20 The Barons** on behalf of the Host and will be inclusive of VAT.
7. All utilities are included in the rental.

Security Deposit

1. When you commence your stay at the Accommodation **20 The Barons** will pre-authorise or deduct an amount from a credit or debit card (which may be different to the details which were supplied when booking) by way of security deposit and the Host will be entitled to make deductions from this credit or debit card through **20 The Barons** in the event of any damage to the Accommodation or its contents or in the event of late check-out or overstaying.

Arrival and Check-Out

1. The Apartments are cleaned scrupulously prior to the guest's arrival. A generous welcome hamper awaits you. We provide basic supplies of tea, coffee, sugar, bread, milk, washing up detergents, shower gel, hand soap.
2. Check in time is after 15.00 and check out by 10.00. Over-running may incur charges. However, we aim to be as accommodating as possible regarding arrivals and departures. We will arrange earlier or later times if we can to help.
3. Key cards/keys are collected on arrival by prior arrangement – normal reception hours are 8.00 to 18.00. Collection outside these hours may result in an out of hours administration fee.
4. 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.



5. Your contact 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.
6. The check-out time at the Accommodation is as stated in the Booking Summary. Unless you have agreed a late check-out with **20 The Barons** or a further period of rental then you will be responsible for a full day's Accommodation Fee for any overstay. If you overstay by more than 2 hours then we reserve the right to enter the Accommodation, remove your belongings, disable the key card access to the Accommodation and take such further action as may be necessary (and we will charge you for the costs of any such action) you will also be liable for an additional fee of £250 per day (or part thereof) for any unauthorised overstay.

Safety and Conduct

1. You have primary responsibility for your own safety during your stay at the Accommodation. You must read any fire or health & safety guidance which is provided to you and you must listen to any instructions or explanations which are provided by **20 The Barons'** check-in staff when showing you around the Accommodation.
2. If you become aware of anything during your stay which you believe is a health & safety risk you must inform **20 The Barons** immediately.
3. You must comply with our Guest Services Agreement (available here) and you must also comply any building regulations and any reasonable directions of the Host or **20 The Barons**. The Guest Services Agreement is on our website.
4. You may not allow any person other than the person named in the Booking Summary to occupy the Accommodation at any time together with such number of additional guests as may be specified in the Booking Summary. This agreement is personal to you and may not be transferred to any other person. The Host will not allow any person other than the person named in the Booking Summary to access or occupy the Accommodation.
5. The Booking Summary may specify the maximum permitted number of guests who are authorised to stay in the Accommodation. If you allow more than the maximum number of people to occupy or stay in the Accommodation you will be liable to pay a supplement of up to £250 per night in respect of each unauthorised guest and the



rental may be terminated immediately.

6. In addition to complying with the Guest Services Agreement and all reasonable directions you also agree that you will:

- keep the Accommodation clean, tidy and clear of rubbish and leave the Accommodation in the same condition as you find it
- not keep or take any pets or animals into the Accommodation (unless otherwise agreed with us and specified as pet-friendly in the Booking Summary)
- not do anything that will or might constitute a breach of any consents in relation to the Accommodation or which will or might be in breach in whole or in part of any insurance effected in respect of the Accommodation from time to time
- if the Accommodation is part of a building or complex with common parts, not obstruct or leave any objects or waste in any common parts
- not leave any obstruction outside of the Accommodation
- not do or permit to be done on the Accommodation anything which is or which may be or become a nuisance, (whether actionable or not) damage, annoyance, inconvenience or disturbance to the Host or to tenants or occupiers of the building or any owner or occupier of neighbouring property including (but not limited to) playing loud music or musical instruments, dancing, entertaining at the Accommodation or moving furniture
- not conduct any illegal or immoral activity from the Accommodation
- not conduct any business or commercial activity whatsoever from the Accommodation
- not make any alteration or addition whatsoever to the Accommodation or its contents
- not use the Accommodation for any purpose other than for personal accommodation
- not invade the privacy of the Host or to publish or reveal anything which might allow a third party to identify the address of the property of the identity of the Host (even if such information is already in the public domain)
- not unlock any cupboard or drawers which have been locked and you agree to pay a fixed charge as set out in the House Rules for any breach of said locks.
- You hereby indemnify the Host in respect of any costs, claims, liabilities or expenses suffered or incurred by the Host (or their agents) in respect of any breach of this clause 6. In the event of breach your membership of **20 The Barons** may be terminated in accordance with the Guest services agreement.



Property Damage

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.

1. You must notify **20 The Barons** of any damage to the Accommodation, contents fixtures or fittings which occurs during your stay, even if you regard the damage as fair wear and tear or if you do not believe the damage is your fault.
2. If you do not notify **20 The Barons** of any such damage you will be fully liable for such damage on a full replacement basis.
3. If you do declare any damage then you are responsible for full replacement but the first £5 per night of such damage will not be charged to you and damage between £5 and £25 per night will be subject to a discount of 20%.
4. Any deductions for property damage will be taken from the credit or debit card details you have supplied and on which we have pre-authorized an amount as a security deposit.

Housekeeping and general information

Wireless Internet. This 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. 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 permitted with prior arrangement only.

Rates. Our prices 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 call the office for more 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.

Insurance

Contents insurance is not covered for guests. Please provide your own 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.

Entry and Repairs

The Licensor may enter the Property at all reasonable times with all necessary workmen and appliances to provide any services agreed with the Licensee, to inspect the Property and the Contents, and to carry out any repairs or alterations that may be necessary during the Term. ***Cleaning will be undertaken once per week for which access must be allowed.***

Liability and Claims

1. Any claims made by you under this agreement must be made initially through **20 The Barons**. **20 The Barons** has the authority to negotiate and settle claims on behalf of the Host. If you notify **20 The Barons** within 14 days of commencement of a claim or dispute that in your opinion the dispute has not been satisfactorily resolved, then **20 The Barons** is authorised to pass the Host's details on to you for you to pursue the claim directly with the Host.
2. The Host 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).



3. The Host's 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.
4. 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.

Keycards

Please be aware lost keycards and keys or fobs 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 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.

Disability and 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.

It is our policy to employ the right people for the job and welcome all guests without discrimination against any employee or guest or contractor because of race, colour, gender, religion, national origin, disability, veteran status, military status, age, marital status, gender identity, sexual orientation, genetic information or any other protected group status.



The Small Print

1. You agree that you have the power to enter into this agreement.
2. You will not be entitled to withhold by way of set-off, deduction, counter-claim any amounts which you owe to the Host against any amounts that that may be owed to you.
3. The Host will be entitled to assign or sub-contract their obligations under this Agreement.
4. The Host 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.
5. 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.
6. 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.
7. These conditions 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.
8. If you breach these terms and conditions and the Host decides to take no action or neglects to do so, then the Host will still be entitled to take action and enforce their rights and remedies for any other breach.

All guests will be assumed to have read and accepted these T&Cs

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