

# Terms and Conditions

## **Marlow Apartments**

Please take time to read these terms and conditions so that you understand your obligations when you confirm a booking.

Please note that our properties are let as holiday / short stay accommodation and therefore a contract agreement does not create a landlord and tenant relationship. The agreement confers no protection to you under the Housing Act 1988.

### *Provisional Booking*

A provisional booking can be made on-line, by email, phone or in writing but the booking will only become secure on receipt of the necessary deposit.

### *Booking*

When booking your stay please pay particular attention to the dates as arrival and departure dates are critical to our schedules. If you are arriving from abroad please check which date you fly and which date you arrive. We would not wish for anyone to arrive on the wrong day.

All guests will be issued with a booking confirmation that also acts as a receipt for any monies paid. The property is your home for a short while and we do want you to feel relaxed and comfortable right from the start.

### *Arrival*

At the time of booking please confirm an approximate time of arrival. If this changes please let us know, ideally by the day before your arrival, to advise of the change. We ask guests to arrive after 17:00 as this gives us time to prepare the apartment, however, alternative arrangements may be possible if requested. On your arrival day someone will be on our mobile +44 7737 287 485. Keys will be available from a key safe beside the apartment entrance. A key code will be sent to you prior to your stay.

### *Departure*

We expect guests to vacate the property by 10am at the latest on the day of departure in order to prepare it for the next arrival. Please let us know your departure time so that we can organise our housekeeper. Alternative arrangements may be possible if there is no follow-on booking. Keys must be left in the key safe on departure.

### *Payment process*

A deposit of 20% of the booking cost is required to secure a booking. Your booking will only become secure upon receipt of the deposit. On paying the deposit you enter into a contract of hire and will become liable for the full cost of hire.

The balance of payment is due 60 days in advance of your arrival date. Where bookings are taken within 60 days of your stay, full payment must be made immediately. The deposit will be refunded according to the cancellation conditions. Payment may be made by credit card using our website or alternatively the deposit can be made by bank transfer/ faster payments (please request our bank details).

### *Cancellation policy*

Your booking constitutes a contract with us at Marlow Apartments and you will be responsible for the rental due to us for the entire period. For such financial reasons we strongly recommend that you take out cancellation insurance to cover the cost of your accommodation should you be unable to stay for reasons beyond your control. If for any reason you have to cancel, then please contact us immediately.

If the booking is cancelled less than 60 days before arrival then a charge equal to 50% of the stay will be made.

If the booking is cancelled less than 30 days before arrival then a charge equal to the full booking amount will be made.

If the booking is cancelled 60 or more days before arrival then a charge equal to £25 per booking will be made.

### *Damage*

*A security deposit of £200 is taken at the time of booking and will be refunded at the end of your stay if no damage has occurred.*

Guests are expected to take all reasonable care of the apartment and its furniture and fittings. You will not normally be charged for minor breakages but in confirming your booking you are agreeing to pay for any damage to the property which could have been avoided. Please report any damage as soon as possible. Where damage is found after your departure the cost of repair / replacement will be deducted from you damage deposit.

### *Smoking Policy*

Smoking is not permitted in any part of our premises.

### *Pets*

Pets are not allowed to stay in the apartment.

### *Pricing*

Prices are displayed on-line on the 'Book Now' pages of our website. VAT is not payable on the rental. Prices are quoted for two people sharing, additional guests are charged at £10 per person per night.

### *Cleaning, Laundry and Towel Changes*

The apartment will be cleaned on a weekly basis for stays of more than one week. Bed linen and towels are changed on a weekly basis.