

Terms and Conditions

The Rental Contract is between CS Serviced Apartments (the Company) and you the customer (the Guest).

Acceptance of accommodation signifies acceptance of the following terms and conditions.

Agreement

These Terms and Booking Conditions are available on the website and can be issued, on request, with the Confirmation Invoice. The making of a booking will form an agreement on these Terms and Conditions (the 'Agreement') between the Guest and the Company for the rental of the property described in the Confirmation Invoice or as otherwise agreed in writing by The Company and the Guest.

The Company permits the Guest to occupy the Accommodation for the period shown in the Confirmation Invoice (the 'Stay') together with the use of the furniture, fixtures and effects. It excludes any rights of tenancy.

The Guest will be responsible for all payments and for any damage whether caused by the Guest or his or her party.

References to 'party' in these Terms and Conditions will include the Guest's family, servants, or guests. The Guest agrees to make his or her party aware of these terms and conditions.

The Confirmation Invoice will show the price at the time of booking. The price is set at the time of booking and shall not change.

Booking and Cancellations

Unless alternative terms have been agreed all reservations must be paid for, in full, eight weeks prior to the arrival date. Payment can be made through the Company's website or by bank transfer (details will be contained in the Confirmation Invoice).

All cancellations, for whatever reason, must be made in writing or by email and cancellation charges will be applied as follows:

More than 28 days notice - no charge

Less than 28 days - full charges

Privacy Policy

We do not store credit card details beyond the duration of a guest's stay, nor do we share customer details with any 3rd parties.

Right to Refuse/Alter

The Company reserves the right to refuse any reservation.

The Company reserves the right to cancel or alter arrangements made for the Guest whether before or during the relevant visit in any circumstance which arises from or is attributable to acts, events, omissions or accidents beyond the reasonable control of the Company.

If a booking has to be cancelled by the Company, it will take reasonable steps to offer an alternative booking. If the Company is not able to offer such an alternative or the Guest does not accept the alternative offered accommodation the Company will return to the Guest the money paid by the Guest in respect of the Accommodation and will not otherwise be liable for any loss caused by cancellation or alteration if it arises out of circumstances beyond its control.

Loss of Guest Property

Except as indicated below, the Company cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guest or members of his or her party during their Stay at the Accommodation.

The Company excludes liability for loss or damage to any belongings, or for death or injury sustained to the Guest or members of his or her party during their Stay at the Accommodation except to the extent that such injury or loss or damage to any belongings is caused by the negligence or default or breach of the Company.

The Guest shall be liable for and indemnify the Company against any liabilities, damages, claims, costs, losses (whether direct or indirect and including loss of profits) and expenses incurred or paid by the Company arising from the Guest's use or occupation of the Accommodation which arise from any breach by the Guest of his or her obligations under the Agreement or from any negligence or wilful default of the Guest and/or the Guest's party.

Lost Property

In the event of any left property the Guest should notify the Company as soon as possible. The Guest will be responsible for the costs incurred to return any such items.

Pets

No domestic pets are permitted.

Right of Entry

The Company reserves the right to enter the Accommodation at any reasonable time for reasonable cause. This includes the undertaking of unforeseen (internal and external) remedial repairs together with any annual external re-decoration for which access to the inside of the Accommodation may be required. External windows and doors may be opened during this process.

Advance Bookings

All properties can be booked well in advance. It is advisable to book early to avoid disappointment.

Guest Obligations

The Guest undertakes to keep the Accommodation and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the Stay (reasonable wear and tear excepted) and shall pay to the Company the value of any part of the Accommodation, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition.

Smoking or vaping is not permitted in any part of the Accommodation and the Guest and any member of his or her party undertakes not to smoke or vape inside the Accommodation. A fee of £150 will be added to your account should smoking take place in the Accommodation.

Property Cleanliness

The Guest agrees to ensure that the Accommodation is left clean and tidy. The Guest agrees to pay an additional reasonable charge to cover the expense of additional, unusual cleaning required because the Guest fails to comply with this clause.

The company reserve the right to refuse future bookings if The Company are dissatisfied with the condition of the property upon the Guests departure.

The Company reserves the right to pre-authorise a payment of £150 to the Guest's credit card to cover damages or extra cleaning charges which may occur during the Guest's stay at the property.

The Company reserves the right to request a security deposit of £150 in the event that no credit card details are provided.

Should the Company be unable to reclaim funds from the credit card the Guest will be notified of the amount due and given 14 calendar days to settle the balance.

Should the cost of any damage exceed the pre- authorised amount, or the amount held as a security deposit, the Guest will be invoiced for the shortfall and liable for the full payment.

Guests using the Broadband Internet access do so subject to a fair use policy and within the bounds of UK law.

The Guest must allow the Company to enter the Accommodation to inspect the state of it, given reasonable notice, except for in an emergency when immediate access must be granted.

The Guest must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry out any act that may be a nuisance or annoyance to the owner or the Company or to any neighbours.

The Guest and his or her party must comply with any reasonable regulations relating to the Accommodation of which the Guest has written notice. Such regulations will be found in the welcome folder in the Accommodation, typical examples would include any local conditions regarding parking, waste disposal, recycling etc.

Occupation and Guest Accommodation Limitation

Occupation must be limited to the maximum number of persons agreed and paid for as stated in the confirmation.

Each property is limited to a maximum occupancy as detailed at the time of booking. This is determined by the number of beds. This must not be exceeded and includes all children. There are no exceptions to this rule and in the event of non-compliance The Company reserves the right to refuse possession of the property or ask the Guest to leave in which case no refunds will be made.

The Accommodation shall be for family use only and by exception some social-groups (friends, colleagues etc.). The Accommodation shall not be used for youth groups or other groups or student parties.

Comments/Complaints

Every reasonable care will be taken to ensure that the Accommodation is presented to Guests to a high standard.

Should the Guest find on arrival that there is a problem, or cause for complaint, the Guest should immediately contact the Company's representative. Reasonable steps will then be taken to assist the Guest. The Company will not normally make any refunds in respect of complaints made after the Guest's departure from the Accommodation if the Guest did not make the complaint or the problem known during the Stay.

Arrival and Departure Times

Arrival time is after 3.00pm on the first day of the Stay and Departure time is before 11.00am on the last day of the Stay. The Company will try to accommodate Guests requiring alternative arrangements.

The Guest will be issued with a set(s) of keys to the Accommodation on the first day of the Stay and the Guest must return them on the last day of the Stay or the date of departure, if earlier. Failure to do so will incur the cost of a replacement set(s) and/or the replacement of the lock(s) if required. If during recovery of keys, the Guest posts them back, the Guest must inform the Company and post them using a secure registered post to ensure safe receipt.

Right to Evict

The Company or Owner and /or its agents reserves the right to ask the Guest and his or her party to leave the property and to terminate the Agreement (without compensation being payable to the Guest or any member of his or her party) if this is deemed necessary by the Company and / or its agents where there is a serious breach by the Guest of the Agreement or their behaviour is such as to endanger the safety of the property or staff.