

Booking Terms

These booking terms (**'Booking Terms'**) are between the person or legal entity making the Booking (**'You/Your'**), and the accommodation provider who delivers temporary accommodation services for the accommodation you have selected (the **'Accommodation'**) whose address and other details appear above (**'We, Us, Our, Ours'**).

These Booking Terms are for the provision of accommodation services (**'Booking(s)'**), for the accommodation You have selected, as further described in the confirmation sent to You by email (the **'Confirmation'**). These Booking Terms are governed by the laws of England and Wales and apply to all Bookings.

By making a Booking You accept to be bound by these Booking Terms and confirm that You are able to enter into a legally binding contract and that You are over 18 years of age, or higher if the selected accommodation has specified a higher age limit in their Booking Confirmation.

Bookings

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. A reservation is deemed accepted when We have confirmed Your reservation and received either: (i) a full payment of the total price; or (ii) the payment of any other deposit amount specified at the time of booking as stipulated in Your Booking Confirmation or (iii) a valid payment card successfully pre-authorised for an amount that is no less than the value of any cancellation fee stipulated on Your Booking Confirmation.

Where Your online payment is less than the total value of the stay, the balance will either be collected from You prior to arrival according to the payment schedule set out Your Booking Confirmation, or paid on either check-in or check-out, or at another time if agreed in writing between You and Us.

When Your Booking is confirmed by phone and/or email, a reservation number is issued and displayed in Your Booking Confirmation. This number must be retained and quoted in all communications should any cancellation or amendment be necessary. Notwithstanding Your rights under the Cancellation Policy set out in Your Confirmation, You do not have the right to withdraw from this Contract.

Prices

Prices quoted are correct (unless a Pricing Error occurs) only for the specific number of guests, dates, nights and rooms shown in Your Booking Confirmation. Prices are quotes in the currency shown in this confirmation.

The total reservation price quoted in Your Booking Confirmation includes the taxes applicable at the time of booking, at the current rate, including without limitation sales taxes, value added taxes or local taxes, which may be itemized separately. Taxes are subject to changes in the applicable regulations that are not under Our control, provided that such changes were not in the public domain at the time of booking.

If You have selected booking extras, where applicable the cost of these extras and any applicable taxes may also be added to the reservation total for Your Booking.

The reservation total price does not include the costs of goods, services or taxes that You may choose to incur later during Your stay (unless otherwise stated).

Pricing Error

On the rare occasion that an error in pricing occurs and We cannot accept Your reservation, even after We have issued a Booking Confirmation, We will notify You as soon as We reasonably can and refund

the amount paid in full without any liability for the error or omission. You agree that We will not be liable for any additional expenses You may incur as a result of this error or omission.

Availability

In the rare case that We are unable to accommodate You as per Your Booking, You will be offered alternate accommodation and if there is a difference in the Price, We will be liable for the price differential. If the differential is less than the original value of Your Booking a refund of the difference will be made to You. If the differential is more than the original value of Your Booking, and provided that Your alternative accommodation is of a similar or higher standard to Your original Booking, the differential cost will be borne by Us.

Arrival and departure

The latest arrival (check-in) and departure (check-out) times are specified on Your Booking Confirmation. Should You wish to check-in later than the specified latest check-in time You must confirm this to Us directly.

In the event that You attempt to check-in later than the stated times without prior arrangement, or fail to check-in at all, We may cancel the entire Booking and retain any amounts We are entitled to retain as stated in the Cancellation Policy section of Your Booking Confirmation. Failing to arrive before the latest check-in time shall be deemed to be a full cancellation of your Booking, and the accommodation may no longer be held for You.

Cancellations and Amendments

If You change the number of guests, dates, room nights or room type ('Amendment'), then our prices are subject to change.

Cancellation terms are displayed on our Website at the time of booking, specified on your online confirmation, and set out under the Cancellation Policy section of the Booking Confirmation sent to You by email.

You may cancel Your Booking yourself by using the link provided in your Booking Confirmation. Should you wish to modify the terms of Your Booking, you must contact Us to discuss any other Booking amendment.

If You cancel Your Booking on or before the cancellation deadline specified in the Cancellation Policy section on Your Booking Confirmation (the 'Cancellation Deadline') a full refund will be given to You including any booking extras paid at the time of Your Booking.

If You cancel Your Booking after the Cancellation Deadline, You will be charged the applicable late cancellation fees as specified in your Booking Confirmation, and where applicable, any booking extras that have been pre-ordered on Your behalf, and We shall be under no obligation to hold the accommodation for You.

If You do not arrive on the anticipated date of check-in stipulated on Your Confirmation, We are in Our right to consider that You have cancelled the entire Booking and We shall not be under any obligation to hold the accommodation for You on any other date.

Should You request an Amendment that We are not in a position to accommodate, Your Booking may be cancelled and a full refund given to You, provided that such cancellation or amendment occurs on or before the Cancellation Deadline, failing which the terms described in this Cancellation clause shall apply.

Payments

Bookings must be guaranteed using a valid payment card or via any other accepted payment method offered to You at the time of booking.

The total amount payable to confirm Your Booking is quoted in Your Booking Confirmation and will be charged to Your card or to Your account at the time of Booking. Your Booking may be cancelled automatically if your card is declined by your bank, or if there are insufficient funds on Your account.

At the end of Your stay, any remaining outstanding balance and any additional goods and services purchased during Your stay must be paid in full. Should You leave the premises without settling any outstanding balance We reserve the right to charge the payment card you provided at the time of Booking.

IMPORTANT - We may use Your payment card details to guarantee Your reservation according to PCI-DSS security standards, or to collect any deposit due at the time of booking. We may also pre-authorise or charge your card for any cancellation fee that may arise, or for any further deposit that falls due later, according to the terms and schedule set out in Your Booking Confirmation.

If your card was charged prior to arrival, any amount charged to your card prior to arrival, shall be deducted from any outstanding balance due on Your Booking.

If your card was pre-authorized prior to arrival, We shall apply the charge to your card for the amount preauthorised, or alternatively, cancel the pre-authorisation and apply a new charge instead. A pre-authorisation is NOT a charge and no monies are taken from your account, but your bank may choose to temporarily reduce the credit limit available on your card by the pre-authorized amount. Therefore, when You settle Your bill, We will make sure that any outstanding pre-authorisation is either charged, or cancelled and replaced by a new charge as needed.

Liability

Although We take great care in how we present our accommodation online, We do not make any particular representation as to the suitability of Our accommodation to your specific requirements. Should You have any specific concerns relating to hygiene, health and safety practices or the quality of our services, or if You would like to check the specific conditions of stay, please contact us directly BEFORE the cancellation deadline, and We will do our best to address these.

Other than for death or personal injury caused by Our negligence or fraudulent misrepresentation, Our total liability to You is limited to the price of the Booking and in no circumstances will We be responsible for any indirect or special damages.

We will not be liable to You where We have exercised reasonable care and skill in our provision of the selected accommodation services to You. We will not be liable for failure to perform to the extent that the failure is caused by any factors beyond Our reasonable control, including the provision of said accommodation services. We therefore advise that You take out the appropriate travel insurance cover.

You are responsible for any damage or loss caused by You during Your stay with Us, including any damage to Our property by Your act, omission, default or neglect and You agree to indemnify Us and You agree to pay Us on demand the amount reasonably required to make good or remedy any such damage or loss. Further, we reserve the right to terminate Your Booking immediately without being liable for any refund or compensation where You engage in unacceptable behaviour that causes a significant disturbance or nuisance to Our staff or to other guests on Our premises.

Data protection

We take the protection of personal data very seriously. We may process the information You provide to Us for the sole purposes of completing our duties under this Agreement.

Your Data may also be processed by third party suppliers who operate Our Website, Our reservation system or Our payment system, or to the booking channel(s) or travel agencies through which Your booking originated, where the transfer of Your data is necessary for the successful completion of Your Booking.

We may also be required to communicate certain information or documents to the competent financial, judicial, administrative, law enforcement or legal authorities, where they have made such a request or to the extent necessary or required under applicable law and regulations.

Whilst we have been given assurances that these third parties operate in conformance with Global Data Protection Regulations, we cannot accept any responsibility whatsoever for how they may use your personal data. If you have any concerns you should address them to these third parties directly.

One such third party is our software provider eviivo Limited (Registered Office Fora Clerkenwell, 2nd floor, 9 Dallington Street, London, EC1V 0LN Company Number: 5002392) including where necessary its subsidiaries outside the EU such as our subsidiary in Tunisia. eviivo's privacy policy is available on <https://eviivo.com/privacy-policy/>

By making a Booking, You consent to the processing of information as described above including the transfer of Your information to the aforementioned third parties. You have the right to request that We delete or return your personal data (in such format as reasonably determined by Us) after the end of the provision of the Services, unless applicable law requires otherwise.

FULL HOUSE RULES

- Quiet hours are between 10:30pm and 8am outside. For city centre properties we would request all loud music be turned down after 11pm where the property has neighbours.
- This a no-smoking property – any smoking inside the property will result in a loss of deposit.
- Pets are allowed prior to agreement with owners. Please note than an additional cleaning charge will be applied.
- Total number of occupants will not exceed the quoted number unless otherwise agreed.
- Any events that exceed the number of guests without prior agreement with owners will result in the termination of your rental as well as loss of deposit.
- If your property has a hot tub, (sorry if it doesn't!) please do not use it after 10:30pm – please be respectful to noise disturbing neighbours.
- Please do not take glasses or food into the hot tub and no smoking in the hot tub please.
- Please do not use the hot tub if you have sensitive skin/ allergic reactions to chlorine. The hot tub is used at the guests own discretion.
- When you have finished using the hot tub, please ensure the lid is closed.
- Please do not drop cigarette butts outside the property / garden, as this will result in an additional cleaning charge of £100 (deducted from deposit.)
- If any breakages or damages occur (we understand that accidents happen) please can you let us know, so that we can replace / fix in advance of our next guest's arrival. Thank you.

ON DEPARTURE

We are lucky to have a wonderful cleaning team who have prepared everything to the highest of standards in advance of your arrival. Please can you leave everything neat and tidy for them to do their cleaning magic after your departure...

- Please empty all rubbish and recycling bins.
- Please ensure that dishes are washed and put away.
- Please ensure no dishes etc are left in bedrooms/ communal spaces.

- Please leave towels in the bathrooms or left neatly in a pile.
- Please return all household items/ bedding etc and furniture to the original position/ room.
- Please ensure any bottles/ drinks/ etc are picked up in and around the hot tub/ garden/ outdoor space. Please note if the outside areas are left with debris to be tidied up, this will result in a £100 charge (deducted from deposit.)
- Please ensure that ALL dog gifts in the garden are picked up. Failure to do this will result in an additional garden maintenance charge of £100 (deducted from deposit)
- PLEASE EMPTY ALL OUTDOOR ASHTRAYS, THANK YOU
- Please switch off all lights.
- Please ensure that all windows, glass sliding doors / exterior doors are closed and locked.
- Please return key to the original lockbox
- Drop us a message when you have left and locked up, and if you've had a great stay, which we hope you have, then please do leave us a review, as every fantastic review helps!

THANK YOU SO MUCH