

# TRADING TERMS AND CONDITIONS



## CONFIRMATION

1. All bookings accepted by Living in the City Ltd. Are subject to the terms and conditions below. These conditions will be deemed to have been accepted in full by all members of the party in the same way as the principal hirer. Any payment or deposit indicates acceptance and agreement to these conditions.
2. Bookings are only confirmed on receipt of booking deposit or credit card authorisation. Confirmation and receipt will be emailed automatically when booking online.
3. Prices are quoted in £ Sterling and do not include VAT. (currently there is no VAT on serviced accommodation), Prices are subject to change

## BOOKING PROCEDURE

1. When a booking is made prior to arrival a deposit equivalent to 3 days rental is required, this deposit will be forfeited should the booking not materialise. The balance of the apartment rent will be charged to the same credit card details held by Living in the City Ltd prior to or shortly after departure.
2. All other booking communications or enquiries must be made by email

## PAYMENT METHODS

1. Most popular credit cards are accepted. NB: We currently do not accept payment by Diners Card.
2. Credit facilities may be available to approved corporate clients

## FACILITIES

1. All apartments are fully furnished and a fully equipped kitchen with appliances, cutlery, crockery and kitchen utensils. No food is provided.
2. A welcome pack will be provided consisting of a bottle of water, fresh milk, tea, coffee and sufficient dishwasher products for your stay. An inventory for each apartment will be supplied and any shortages will be charged at the end of your stay.
3. There is a gym available to guests. Guests using the gym are deemed to understand the equipment that is installed and the possible risks in its use. No liability will be accepted by Living in the City Ltd for any loss or injury.

4. Prices include a maid service once a week; at this time all linen and towels will be changed. The management reserve the right to make an additional cleaning charge if the apartment is not in reasonable condition.
5. Every apartment is equipped with wireless broadband which is charged separately at the time of connecting to the service. Prices range from £4 for 3 days usage to £15 per month. There are no landlines installed, we therefore recommend the use of your mobile or [www.skype.com](http://www.skype.com). Please note that we cannot guarantee continuity of Internet use.
6. There is a meeting room available as required (8 people)

## **OCCUPANCY**

1. Solely guests whose names appear on the booking form may occupy the apartment. No apartment may be re let to any individual group or party without the express written permission of Living In the City Ltd
2. We reserve the right to charge up to £500 per night, against particular credit card details held for a breach of this condition.
3. We reserve the right to upgrade a booking without prior notification.
4. Check in is available between 9.30 am and 5pm Monday to Sunday. Check in times are available on Sundays or at other times but are subject to individual arrangements. Apartments must be vacated by 11.30 am on the day of departure, failure to do this could result in an additional days rent being charged.

## **DAMAGE**

1. The hirer is responsible for all losses to the apartment and its inventory, and must take reasonable care in its use. Guest must leave all equipment clean and tidy after departure. All losses and shortages are chargeable to hirer.
2. The hirer is responsible to ensure that nothing is done which may render the building insurance or the contents insurance of the apartment void.
3. Any damage done should be reported to Living In the City Ltd prior to departure.
4. Vehicles left in the car parking area are done so entirely at the owner/drivers risk. Living in the City or its agents accepts no responsibility for loss or damage to vehicles or their contents however caused.

**MAINTENANCE EMERGENCY NUMBER:** There is a 24-hour maintenance emergency number, 0870 8711222, this number must only be used in the case of **urgent** apartment failure. Any abuse will be subject to a charge

**SMOKING:** Living in the City Ltd have a non smoking policy in all their apartments and common areas to the apartment buildings

**PETS:** No pets are allowed in any serviced apartments

**DISCLAIMER:** Living In the City has the right at any time to terminate the hire period on any of their apartments, without giving any reason, should they suspect that any criminal activity or wilful damage to the apartment is taking place. Any abuse given to staff will also be included in this category There would be no liability to find alternative accommodation or to any notice period in this instance. No liability will be held for any loss or damage to personal effects or personal injury. It is recommended that all hirers obtain their own insurance in this respect. Living In the City and its agents have the right of access at all times for inspection and to carry out any maintenance work that may be required. All information is given in good faith, however Living In the City accept no responsibility for its accuracy

**By making a booking you are accepting these conditions**