

## **Terms and Conditions**

### **Accommodation provided**

We will provide you with the accommodation specified, or of a similar standard and location, to live in from the specified arrival date to the specified departure date at the weekly rent shown.

We will arrange the maintenance and service the property and all appliances and furniture when necessary on reasonable notice.

We will arrange the cleaning of the accommodation and launder the linen once a week unless otherwise specified.

We will pay for the gas, electricity, water and cable and satellite TV where provided, and Council Tax.

Please take note of the maximum number of people per apartment, as there will be an automatic charge if this is found to have been abused.

Studio apartment – maximum occupancy is two people.

One-bedroom apartment – maximum occupancy is two people.

Two-bedroom apartment – maximum occupancy is four people.

Three-bedroom apartment – maximum occupancy is six people.

Maximum allowance for additional rollaway beds and/or baby cots in an apartment is one.

### **Insurance**

We do not provide insurance for your personal effects, nor is this provided under the insurance cover for your accommodation. It is therefore advised that you make arrangements for insurance cover for your personal effects.

### **Payment**

Full payment for the rental is due no later than 14 days prior to the arrival day unless otherwise agreed. The rental is calculated at the weekly rate offered.

### **Telephone call charges**

Telephone calls are charged separately. Sometimes this will be through credit card telephones or via a 3rd party supplier.

Where there is no such arrangement telephone calls must be paid immediately on receipt of a written invoice.

### **Other additional charges**

At some accommodation there may be additional charges for such items as secure parking, broadband access, baby cots and high chairs and roll-out beds. The rates for these are specified in the offer. Payment for these is due in advance of the arrival date.

### **Occupancy**

You must only use the accommodation as a private residence for yourself (or the Occupier if specified) and immediate family. The number of people permitted to occupy the accommodation is limited by the number of beds provided.

You must not do anything, or allow anything to be done, which may be a nuisance or annoyance to us or the occupiers of any adjoining premises or which may alter or cancel the insurance of the property.

### **Damages**

You must keep the accommodation in good condition and repair and tell us immediately if anything gets broken or damaged. You must return the accommodation and its contents in exactly the same condition as they were when you arrive, and not alter them in anyway.

You will be liable for payment of charges for damages beyond normal wear and tear during the rental period.

### **Cancellations**

Cancellations must be confirmed in writing.

Refunds will not be made for non-arrivals.

Unless otherwise agreed you may cancel this agreement at any time without penalty by giving notice at least 14 days before the booked arrival day.

Cancellations, either before or after the booked arrival date, must serve a 14 day cancellation notice unless otherwise agreed. Cancellations within the 14 day period will face a charge of two week's rental or the total amount due, whichever is the lower.

### **Arrival**

Check-in is from 4.00 p.m. on the day of arrival unless otherwise agreed.

Arrival and key collection information will be provided before the arrival day.

### **Departure**

Guests must depart by 10.00 a.m. on the day of departure unless otherwise agreed.

Deep Blue expects the apartments to be left in a reasonable state on departure. If, at Deep Blue's discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge.

In addition, if an apartment is deemed unfit for occupation due to damage caused to interior décor or furnishings, the booker will be obliged to pay compensation to Deep Blue for loss of revenues in addition to the costs of cleaning and repair.

### **Pets**

We regret that no animals whatsoever are allowed in the accommodation.

### **Booking Extension**

Extensions for current bookings are subject to availability. Extensions are under the same terms and conditions as the initial booking.

### **Breach of terms and conditions**

Should any of these Terms and Conditions be breached guests may be asked to leave.