

Terms and Conditions

1. Applicable laws

This agreement (terms and conditions) is governed by the laws of England and Wales. Each party irrevocably and unconditionally submits to the non-exclusive jurisdiction of the courts of England and Wales. The resident may not invoke the statutory provisions applicable to residential leases, particularly as to security of tenure. The use of the apartment as a principal place of business is also prohibited.

2. Completion of an agreement (the Contract)

A booking shall only be confirmed following acceptance by Green Park Serviced Apartments ("We" or "Us") of a resident's reservation and receipt of the resident's deposit (in accordance with clause 3). We may elect at our discretion to confirm reservations in writing.

3. Deposit

Reservations shall be binding only if guaranteed in full by credit card, or where prior credit arrangements have been agreed. We reserve the right to request a deposit, to be paid on or prior to day of arrival, if deemed necessary.

4. Accommodation provided

We will provide you with the accommodation specified 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.

5. 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.

6. Liability

Subject to this agreement the resident (and/or the booker) indemnifies and holds harmless Green Park Serviced Apartments and its affiliates, subsidiaries, officers, employees and agents from and against any loss (including legal costs and expenses) or liability incurred at law, in equity or otherwise by any of those indemnified arising from any personal injury or death caused by any negligent act or omission by the resident. All information supplied by Green Park Serviced Apartments and/or its representatives is given in good faith and is based on information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made, but neither Green Park Serviced Apartments nor our representatives shall be liable for any variation howsoever caused.

7. Payment

Invoices are to be settled upon presentation without delay. We will invoice for the entire duration of the stay on the date of arrival, except for stays extending beyond 14 days duration, in which event invoices will be presented in 14 days increments. In cases where payment for a resident's stay has been arranged to be settled by someone other than the resident (the

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“Booker”), the resident will be required to provide a guarantee by credit card and the resident will be responsible personally for the payment if the Booker does not pay.

8. Telephone call charges

Telephone calls are charged separately and must be paid immediately on receipt of a written invoice.

9. Parking

All guests requiring parking must book this at the time of making their reservation. We will not be responsible for any charges incurred if parking is not booked/not available. Guests must also ensure that they park in the numbered space or area allocated to them.

10. 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.

We reserve the right to demand a security deposit on arrival in respect of any additional charges that may be levied. If a security deposit is not charged, valid credit/debit card details to cover any additional charges during your stay must be supplied at the time of booking and we reserve the right to deduct from that card, without further notice, all amounts chargeable under this section. Additional charges include the following:-

- **Cleaning:** The apartment will be made available to the resident in good order and we expect the apartment to be left in the same good order on departure. If we believe, at our discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge.
- **Damages:** The resident is responsible for taking all reasonable care of the apartment and its contents. Except in the case of normal wear and tear, the resident will be responsible for making good any damage to the apartment or its contents which has occurred due to the negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or their guests. The cost of the repair or replacement must be agreed and paid to us. A check of the apartment will be conducted both before & after a resident's stay. We will charge a resident for any item of equipment or utensils missing or damaged and/or for any damage caused to the apartment.
- **Keys:** We will issue the resident with a set of keys and extra keys are available on request, however, if the issued keys are not returned on departure a charge of £50 plus VAT per set of keys will be made to the resident. If between the hours of 7pm and 8am a resident locks themselves out of the property and requires assistance to re-enter the property, we reserve the right to charge £35 plus VAT call out charge in addition to the charge for the keys if lost.
- **Call Outs:** If the emergency call out number is used to call out assistance between the hours of 7pm and 8am for any purpose other than an emergency, We reserve the right to charge the resident the call out fee of £50 plus VAT.
- **Telephone Calls:** Telephone calls are charged separately.

11. 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.

12. 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

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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.

13. Arrivals / departures

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.

Guests must depart by 10.00 a.m. on the day of departure unless otherwise agreed. All additional hours will be charged as one day unless otherwise agreed. Access details will be provided prior to check-in date.

Green Park Serviced Apartments expects the apartments to be left in a reasonable state on departure. If, at Green Park Serviced Apartments' 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 Green Park Serviced Apartments for loss of revenues in addition to the costs of cleaning and repair.

14. Pets

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

15. Booking Extension

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

16. Breach of terms and conditions

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