

TERMS & CONDITIONS

The Guest agrees:

1. To pay to the company, in accordance with the provisions of their payment terms, the Accommodation Charges, together with any other fees, taxes and charges specified in the Booking Confirmation or which are otherwise notified to the Guest
2. If there are any problems with the Accommodation at check-in or during the stay, they will notify the company so that any reasonable issue can be resolved.
3. Not to occupy the Accommodation other than as personal accommodation for holiday or short-term occupation;
4. The maximum number of people occupying the Accommodation will be the number of guests stated in the Booking Confirmation, and that the Host has the right to refuse entry on check-in if there are more than the specified number of guests and that in this situation, it will be a deemed cancellation by the Guest and the Host's Applicable Cancellation Policy shall apply;
5. To not do or permit anything to be done which may be a nuisance, annoyance or disturbance to, or be abusive or discriminatory to any owner or occupier of neighbouring property;
6. Not to cause or permit any damage to the Accommodation (other than reasonable wear and tear);
7. That they will observe any House Rules specified in the Booking Confirmation and/or notified to the Guest before or on arrival at the Accommodation;
8. That they will read and follow any instructions (including health and safety guidance) provided by the Company;
9. To contact and notify the Company immediately upon becoming aware of anything that might put health and/or safety in question;
10. Not to conduct any illegal or immoral activity at the Accommodation (including the taking of illegal drugs);
11. To leave the Accommodation and any of the Host's personal property at the Accommodation clean and tidy at the end of the stay, and in the condition, it was in when they arrived;
12. That they are responsible for their own acts and omissions and are also responsible for the acts and omissions of any individuals whom the Guest invites to, or otherwise provides access to, the Accommodation, excluding the Host (and the individuals the Host invites to the Accommodation, if applicable);
13. That they will not bring any animals into the Accommodation (unless previously agreed with the Company);
14. Not to access cupboards, drawers or rooms which have been sealed with tape or locked;
15. Not to move furniture;



16. That the Host is entitled to visit the Accommodation on prior notice (except in case of emergency) and to permit the Host (or an agent of the Host) access in the event that the Host reasonably suspects a breach of this Agreement; or in order to fulfil the Host's obligations under this Agreement
17. Not to transfer this licence to occupy the Accommodation to anyone else without the prior consent of the Company;
18. That where the Guest has booked the Accommodation on behalf of itself and one or more additional guests ("additional guests"), the Guest has made the additional guests aware of the terms of this Agreement and any House Rules applicable to the Booking. The Guest confirms that it will ensure that such additional guests will comply accordingly. If an additional guest is a minor then the Guest warrants and confirms that they are legally authorised to act on behalf of the minor;
19. Not to do or omit to do anything which could invalidate all or part of the Host's insurance policy.

General

- All our properties are *non-smoking*. This includes cigarettes, pipes, cigars, hubbly bubblies and marijuana.
- Make sure all the patio doors, windows and front door are locked before you leave the apartment.
- No shoes in the bedroom (carpeted area) if applicable to your property
- Recycling is mandatory. Please place glass, clean plastic and paper in a closed rubbish bag. Food waste is to go in compostable bags and other waste goes in black bags.
- No pets
- No Parties or events – all our properties are in residential areas and loud music or noise after 11pm is not permitted
- Always make sure the house is securely locked when you leave.
- Not to use the Flat for any purpose other than as a private dwelling.
- Not to carry on any trade or business at the Flat.
- Not to hold any political meeting or sale by auction at the Flat.
- Not to do anything at the Flat which may be or become a nuisance or cause loss, damage or injury, to the Landlord of the building, or the Tenants of other Flats or the occupiers of any neighbouring property.
- Not to bring or keep any inflammable, explosive, dangerous or offensive substances or goods in the Flat or Building.
- Not to do anything which may cause any insurance of the Building or the Flat to become void or voidable, or which may cause an increased premium to be payable in respect of it.
- Not to overload any structural part of the Building nor any Service Media at or serving the Flat or the Building.



- Not to do anything which may lessen the support or protection given by the Flat to other parts of the Building.
- Not to keep any animal or bird at the Flat.
- Not to hang or expose clothes or other articles outside the Flat or on any balcony or shake anything out of the windows of the Flat.
- Not to stop up, darken or obstruct any windows at the Flat or Building or do anything else which may obstruct the flow of light or air to the Flat or any other part of the Building.
- Not to sing or dance or play any musical instrument or equipment for making or reproducing sound or to act in such a manner so as to be audible outside the Flat so as to cause annoyance to the tenants of other Flats or any other occupiers of the Building.
- Not to throw any dirt, rubbish, rags or other refuse into the sinks, baths, lavatories, cisterns or waste soil pipes in the Flat.
- Not to keep or deposit any rubbish at the Building, except suitably wrapped and sealed and placed in a dustbin in the Refuse Area.
- Not to put any sign, plate, writing or drawing of any kind on any part of the exterior of the Flat or in any window so as to be seen from the outside.
- Not to fix any television or radio aerial, satellite dish or receiver on the building.
- Not to play or loiter on the Common Parts of the Building or make any avoidable noise on the Common Parts.
- Not to leave any bicycle, pushchair or any other item on the Common Parts or obstruct them in any way.

Arrival & Departure

- Standard check-in time is 3pm on the day of arrival.
- Check-out time is 10am on the day of departure.
- We will try to accommodate all other arrival and departure times. If you have any special requests please contact the office on info@outofofficelifestyle.com or via telephone on +44 7792 249057
- To guarantee early arrivals or late departures, an additional fee of a half day's rental may be charged.
- Upon check-in, you will be required to produce proof of your credit card as well as identification. An imprint of your credit card will be taken and held for the duration of your stay. This will only be used in the case of damages.
- ****It is important to note that by agreeing to our terms and conditions, the guest authorises Out of Office Solutions LTD to utilize their deposit to cover any breakages or damages to the property****

Copy of Passport

When checking in, a member of the Out of Office Lifestyle team will request sight of all guests' passports and take a photo for the booking.



Cancellation policy

- Any booking cancelled more than three months prior to arrival date pays a 15% fee.
- Bookings cancelled between 90 and 60 days of arrival date pay a 25% cancellation fee.
- Bookings cancelled between 60 and 30 days of arrival date pay a 50% cancellation fee.
- Bookings cancelled less than 30 days from arrival date pay a 100% cancellation fee.

Refunds and waiver of cancellation policies are at the discretion of management and the ability to re-let the property. We advise all clients to take out cancellation insurance.

Deposit for damages

The Tenant shall by way of deposit pay the sum detailed in the Booking Confirmation. The company shall hold the credit of the guest against the guest's liability for dilapidations and damage. Such deposit shall be held until all rent and claims properly due have been paid. No interest will be paid on the Deposit.

Note that if the cost of the damage to the accommodation is greater than the value of the security deposit, the guest will still be fully liable for the full cost of the damage. The guest agrees not to deduct the whole or any part of the said deposit from or set off the same against any rent payable for any period of the Term.

If the Accommodation (or any part of it) or any of the Host's personal property is damaged during the stay, beyond reasonable wear and tear, the Guest:

1. Must immediately notify the Host; and
2. Will be liable in full for the costs of that damage.

Events Policy

Our Properties are for Accommodation purposes only. We do not act as a hosting venue nor are our properties intended for such use and our full policy on noise contraventions and rules need to be adhered to.



Overstaying

If the guest stays past the agreed check-out time without consent, the Company is entitled to make the Guest leave in a manner consistent with applicable law and charge an overstay fee for the period from and including the check-out time until the Guest checks out of the Accommodation.

The “overstay fee” is calculated at a daily rate for each 24-hour period starting at the check-out time and is the total sum of the following:

- a. an amount equivalent to two times the average nightly Accommodation Charges for the Booking; plus
- b. any reasonable ancillary costs for example payment charges that are incurred by the Host in taking payment; plus
- c. legal expenses incurred as a result of the Guest overstaying.