



HOUSE RULES

(more formally known as 'Terms & Conditions')

Upon booking with Regentas Stays Ltd you are deemed to have read in full and accepted these Terms and Conditions

Enquiries can be made via email to enquiries@regentas.co.uk or by calling +44(0)1243 908071

1.1 GENERAL

These terms & conditions govern all bookings made with the Company ("Regentas Stays Ltd", "Us", "We").

You (the booker and all members of your party collectively called "the Guests") accept these conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others.

Any property occupied is strictly on the basis that the accommodation is for temporary use only and that no right to remain in the property after the end of the booked period exists for the person or persons who occupy the property. All persons will vacate the property at the conclusion of the booked period.

In respect of bookings relating to accommodation not operated by us, we act as a managing agent on behalf of our preferred suppliers. All such bookings are subject to these terms & conditions and they may also subject to additional conditions, of which you will be notified at the time of booking.

IMPORTANT NOTE: *Any occupation under this agreement does not confer exclusive possession on either the client or guest nor to create the relationship of landlord and tenant between Us and Guests. Guests will not be entitled to any tenancy, or any short assured or assured tenancy, or to any statutory protection under the Housing Act 1988, or to any other statutory security of tenure now or upon the determination of this agreement.*

1.2 YOUR BOOKING

Any booking, howsoever made, will only come into existence when payment has been made in full and your confirmation has been dispatched by us.

Restrictions may apply in certain locations including, but not limited to, minimum night stay and age restrictions; you will be advised of these at the time of booking where applicable. We reserve the right to refuse any booking at any time.

All guest names and contact telephone numbers are required at the time of booking, including whether they are adults or minors.

As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct you should tell us immediately. We cannot accept any liability if we are not notified of any inaccuracy in the documentation. If there is an error in the

confirmation or invoice, we reserve the right to correct it as soon as we become aware of it and will do so within 7 days of issue of the confirmation or invoice or, if your arrival date is within 7 days of booking, no later than 24 hours before your arrival date.

1.3 SPECIAL REQUESTS

We will endeavour to do everything we can to help guests with special requirements. Please ensure we are made aware in writing, of any special requirements at the time of booking. Although we will endeavour to meet any reasonable requests no guarantee can be given that any request will be met. Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a particular request.

2.1 PAYMENT

Payment in full is required at the time of booking unless otherwise agreed.

If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made. Any late payments will result in interest being charged at 4% above the Bank of England base rate for the period concerned.

Payment should be made in Pounds Sterling by:

- Bank Transfer: bank details are made available during the booking process
- Credit or Debit card: our online secure payment processor is Stripe.

In extenuating circumstances we may agree for a later payment date, but a 20% deposit to reserve your booking in advance may be requested.

2.2 SECURITY DEPOSIT

A security deposit to cover "additional charges" (see section 12), including damages, missing items, extra cleaning and further accommodation charges incurred during your stay, may be required and you will be advised whether this is the case during the booking process. This may be in the form of a received payment, or in the case of a debit/credit card may be an agreed pre-authorisation valid for up to 30 days after the last day of the booking period.

In the event of any of extra charges, as referenced above, the guest will be presented with the relevant evidence and will have a 48 hour right to reply. If no reply is forthcoming from the guest during this period, we will assume the guest accepts liability and relevant charges will be applied. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the client or guest direct for these charges.

2.3 PAYMENT OF ADDITIONAL CHARGES

Valid credit/debit card details must be supplied at the time of booking and/or upon arrival at the accommodation to cover potential "additional charges" (see section 12) unless a cleared security deposit amount has been requested and received. This may be payable direct to the preferred supplier in some instances.

These charges will be deducted from any security deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the additional charges will be sent to you in the manner defined in section 2.2 (above).

3 PRICING

The rates we advertise are to the best of our knowledge correct at the date of publication but we reserve the right to change any rates from time to time. Prior to the booking being confirmed rates quoted are based on the rates prevailing at the time but are subject to change. Once a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes as a result of tax changes or currency fluctuations beyond our control. VAT, when applicable, is charged at the rate in force at the time of booking.

4.1 CHANGES, EXTENSIONS AND CANCELLATIONS

All requests for changes, extensions and cancellations must be made in writing directly to us. Accordingly, if your booking is not confirmed as being changed, extended or cancelled by us you will be liable to pay us the full amount of the previously confirmed booking and the terms of the previously confirmed booking will stand.

We may require you to complete any cancellation or change request through the relevant third party booking website that was used for the original booking.

4.2 CHANGES

If you wish to change any detail of your confirmed booking we will do our best to make the change. Successful changes are subject to an administration fee of £25 plus VAT per booking which will be payable to us once any change has been made together with any other resulting costs which may result in an increase or decrease in rate depending on the date and length of stay.

All changes of date are subject to availability and the restrictions of our cancellation policy. Should any change be rejected, the original booking will be reinstated. Name changes or child age changes will not incur any charges or administration fee.

4.3 EXTENSIONS

If you wish to extend a stay please give us as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change.

Where notice to extend a stay has been given, we reserve the right to take all additional payments and charges from any credit/debit card used to make the original booking, or an invoice for the extended period will be sent to your billing address and cleared payment must be made before any extension commences. Failure to pay will mean the booking reverts to the original departure date and all persons must vacate the property on that day.

4.4 CANCELLATION

Our cancellation policy is set out below;

- We reserve the right to treat an early departure or reduction in the number of nights or accommodation booked as a cancellation and accommodation may be re-let and cancellation charges will apply.
- Non-arrivals will be treated as a cancellation and you will not be entitled to any refunds.

IMPORTANT NOTE: Depending on the reasons for your cancellation, you may be able to reclaim cancellation charges from your insurance company if you have taken out travel

insurance. We strongly recommend that clients purchase adequate travel insurance. Regrettably we have to treat any curtailment of your stay as a cancellation.

4.5 NOTICE PERIOD

Cancellation charges depend on the cancellation notification date and, unless stated differently in any booking confirmation you receive, are as outlined below.

These notice periods also apply to early departures / curtailment of the booked period.

For standard bookings the notice period is 14 days prior to arrival date.

For bookings of more than 28 nights where long term rates have been agreed, should the booking be shortened from the original dates agreed at any time, we reserve the right to amend this rate. In addition to this, where bookings are made for a period exceeding 28 nights but cancelled prior to check in at any point, we reserve the right to charge the 14 night cancellation period to cover declined business and associated costs.

5 CHANGES BY US

We do not expect to have to make any changes to your booking however occasionally bookings have to be changed or cancelled or errors in information or other details corrected and we reserve the right to do so. If this does happen, we will contact you by telephone or email where reasonably possible. If a change has to be made or your booking has to be cancelled we will, where possible, offer you an alternative accommodation of similar type and standard in a similar location for the same period. If the alternative accommodation is advertised at a lower price, you will receive a refund of the price difference. If the alternative accommodation is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative accommodation offered or we cannot offer you a suitable alternative accommodation, you may be entitled to cancel your booking and receive a full refund unless this is the result of an event beyond our control ('force majeure').

You should tell us as soon as possible whether you wish to accept any change or alternative accommodation offered or alternatively if you want a refund. We are not obliged to provide any reimbursement or compensation.

We regret that we cannot accept liability for any loss, damage or additional expense where the booking needs to be altered or cancelled or we are unable to perform our contractual obligations as a result of events of 'force majeure'. In these terms & conditions 'force majeure' means any event which could not have been reasonably foreseen, or the consequences could not have been reasonably avoided, by us or the suppliers of the relevant services in question, even with the exercise of all due care. Such events may include war or threat of war, civil strife, terrorist activity, industrial dispute, natural or man-made disaster, fire, adverse weather conditions and all similar events outside our or the relevant suppliers' control.

Nothing in these terms and conditions shall affect your statutory rights if you are a consumer.

6 INSURANCE

We are not responsible for the theft and/or damage of your personal belongings during your stay in any accommodation booked. Therefore you are advised to ensure you have

appropriate insurances in place. In addition, you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

7 WEBSITE

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith but you acknowledge that we cannot check the accuracy of all information provided by our preferred suppliers for whom we act as agent. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any of the accommodation. Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

Our website (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual accommodation size, design, fixtures, furnishings and facilities may vary.

8 LIABILITY

We are responsible for our own operated accommodation, subject to these conditions. We act as agent for our preferred suppliers and, other than our general management and booking obligations detailed in these conditions, we shall not be liable to any party for any amounts in relation to any acts or omissions under or in relation to that contract with the relevant preferred supplier.

All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with us and these conditions shall apply in their place.

However, nothing in these terms and conditions shall affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes our liability for death or personal injury resulting from negligence; or for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by us, or any liability that cannot by law be excluded.

Subject to the paragraph above, we shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of use, loss of corruption of data or information, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

If you are booking for, or on behalf of a business or business employee, that business shall indemnify us against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with your, or your business's, breach or negligent performance or non-performance of these terms and conditions.

If you are booking for, as, or on behalf of a business or business employee, our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to us under your booking.

9.1 YOUR ACCOMMODATION

All accommodation are occupied as serviced accommodation and are only to be used as temporary or holiday accommodation for you, or your organisation. They are not for use as the principal, additional home or residence of guests; you will not be entitled to a tenancy or an assured shorthold or assured tenancy. No relationship of landlord and tenant is created and no statutory security of tenure exists now or when the period of occupation ends. If you or any member of your party fails to vacate at the end of the period you will be charged the appropriate additional charges for the continued period of occupation and any costs associated with the eviction of all persons from the property.

No persons other than the guests have the right to use the accommodation and are not permitted to stay overnight.

The maximum number of guests in any accommodation is determined by the number of beds in the accommodation. If the maximum number is exceeded then we, or the preferred supplier, may refuse access to the accommodation and/or reserve the right to charge for additional accommodation.

9.2 ARRIVING AND DEPARTING

Unless advised differently at the time of booking, the accommodation is available from 4pm on the day of arrival to 11am on the day of departure. Early arrival or late departure may be available for an additional charge but cannot be guaranteed and must be booked, and confirmed, in advance with us.

9.3 ACCESS TO YOUR ACCOMMODATION

Key collection / access details will be provided to you (via your booker where applicable) prior to arrival.

Guests are usually met in person at the accommodation to welcome you and provide useful information relating to the accommodation and the area.

You must provide an estimated time of arrival at the property for us to meet you and arrange access. Should this time change we ask that you keep us updated by phone on +44(0)1243908071. Should you fail to update us on changes of arrival time, particularly on the day of arrival, there may be a delay in arranging access to your accommodation on your arrival.

9.4 DEPARTURE

All guests are required to vacate the property by 11am on the last day of the confirmed booked period. The procedure for departure will be confirmed on arrival.

10 FACILITIES AND SERVICES

Cleaning: For stays of 8 nights or longer, your accommodation is cleaned weekly. The day your cleaning is scheduled will be advised on, or shortly after, arrival. This is usually arranged in conjunction with guests to minimise inconvenience. Weekly housekeeping includes linen/towel change and general cleaning.

Maintenance: Routine maintenance is carried out regularly by our team; however, occasionally we may need access to your accommodation to carry out essential maintenance. We will normally give you 24hours notice except in the event of an emergency when we require immediate access.

Telephone: There are no telephones or telephone lines at any of our accommodation.

Broadband: Where broadband is available in accommodation, either via a wired or wireless connection, while we will make every effort to ensure the service is available at all times, we are unable to guarantee any internet or broadband connection. Where a fault is deemed to be associated with the users' hardware or software, no support will be available. We are not responsible for loss or damage to guests' computers or software at any accommodation or while connected to a network service. Guests must not use the broadband connection at the accommodation for illegal or immoral purposes and we reserve the right to pass on any records to the authorities if required.

Security: Guests will be provided with one set of keys/fobs/access card to access the property and the accommodation. Additional sets may be available on request. The property must be properly secured when no guests are in the property. It is your responsibility to ensure you are in possession of these at all times and that they are returned at the end of your stay. An additional charge will be made for replacements (and any associated requirement to replace locks) and if we are required to provide access due to lost or forgotten keys.

Interruption to services: We will make every effort to ensure that guests enjoy a peaceful stay, however, we cannot guarantee or be held responsible for any failure or interruption of services to the accommodation or the building, including electricity, air conditioning, water or any damage to telephone, broadband, internet and other communications, including disruption or noise caused as a result of repair works being carried out in another part of, or in proximity to, the property. Where we are made aware of such failure or interruption we will endeavour to rectify such services within a reasonable period of time at our accommodation, and will use reasonable endeavours to ensure any preferred supplier is made aware of, and rectifies, such problems within a reasonable period.

Management Services: Our team is available to ensure your stay is as comfortable and enjoyable as possible. Contact details and working hours are made available on arrival and can be found on the information material within the accommodation.

11.1 GUEST RESPONSIBILITY

Guests are expected to comply with all conditions for use of the accommodation. These are available on arrival usually in the Guest Information Folder, in the accommodation and available online. If any guest breaches any of these conditions we reserve the right to remove all persons from the accommodation immediately without refund.

Parties: No parties of any form are allowed or tolerated in our accommodation.

Candles: No candles or other naked flame devices of any kind are to be used in the our accommodation (except for any fitted gas hob or grill in the kitchen).

Smoking & Vaping: Smoking and vaping is not permitted in any of our accommodation and this extends to leaning out of windows or standing in external doorways. Guests must vacate, and move away from, the building completely if they wish to smoke or vape (whilst having due consideration for neighbouring properties).

Pets: Pets are not allowed in any of our accommodation.

Nuisance Behaviour: Guests are required to behave in a responsible manner, respect the accommodation, neighbours and their fellow guests. This includes causing any sort of

nuisance or disruption to neighbours and fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the accommodation for any illegal or immoral purposes. An additional charge will be made if we are called out in response to a nuisance complaint.

Noise: Further to the previous point and to be specific, noise must be kept to a minimum between the hours of 10pm and 8am. Guests are reminded to be particularly mindful of the volume levels on televisions and multi-media devices.

Age Restrictions: Non-corporate bookings are not accepted from any paying guests under the age of 23. Proof of identification and date of birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.

Visitors: Guests are responsible for their visitors. Visitors are not allowed access to the accommodation after 11pm and we operate a strict no party policy.

Damage: Guests will keep the accommodation and contents in the same condition as on arrival. Inventories and condition reports are taken at the start and end of the stay. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Damage to the accommodation or its contents will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and, where possible, photographic evidence.

Cleanliness: We expect the accommodation to be left in a similar state of cleanliness and order on departure. If (at our absolute discretion) we consider extra or specialist cleaning is required an additional charge will be made. Additional charges may include compensation for loss of revenue in addition to cleaning/repair.

Lost Property: Any possessions left at the property after the departure time are left at the owner's risk. We will use reasonable endeavours to retain any items for up to 30 days. These may be collected in person from the accommodation at an agreed time or can be posted back to the guest at their cost.

Storage: We do not provide any storage facilities for luggage or personal belongings, including post or packages.

12 ADDITIONAL CHARGES

As a guide additional charges include, but are not limited to:

- Breakages, loss or damage to the accommodation or any of its contents charged at full replacement or repair cost plus 15% administration charge
- Cleaning, specialist treatment charges where more than routine cleaning is required or smoking has occurred – £100 – £200
- Anti-social/locked out visit outside of Mon – Fri 9am – 6pm – £50
- Lost keys, fobs or access cards – £50 – £200
- Call out charge for locked out Guests £50

Where the level of the additional charges is not specified in these conditions, we will charge you the actual cost together with any administration costs. Prices for additional charges may change at any time. For payment of additional charges see section 2.3 above. VAT and local taxes may be payable on all additional charges.

13 HEALTH AND SAFETY

We take the health and safety of all our guests seriously. On arrival you should familiarise yourself with the layout of the accommodation and building and the health and safety procedures as detailed in your accommodation.

Any concerns regarding health and safety must be notified to us immediately and we will make best efforts to address them promptly.

14 QUALITY AND FEEDBACK

We are committed to providing quality accommodation and conduct regular audits to ensure that high standards are maintained at the accommodation. We also welcome feedback from our guests and ask them to provide feedback on departure. We value this feedback which provides us with useful information on how we can improve our services further.

15 COMPLAINTS

In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify us as soon as possible. It is in everyone's interests to address concerns during the stay. If you do not give us the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received.

We aim to deliver the best possible customer service, but in the unlikely event that you are dissatisfied please contact us directly by telephone or email to discuss the situation.

Email: enquiries@regentas.co.uk Phone: +44(0)1243 908071

16 PRIVACY

We take your data privacy seriously and will never share your details with third parties for marketing or analytical purposes. We are registered with the Information Commissioner's Office.

We may share some of your details with trusted partners only for the purpose of operating our business and processing your bookings (for example: our card payment processing provider, our bookings systems provider, our website host)

We may use your email details to keep you informed on our accommodation including special offers that we think may be of interest to you. If you do not want us to use your contact information please let us know by email to enquiries@regentas.co.uk.

All information collected or properly obtained during the booking process will be processed in accordance with our Privacy Policy which may be found on our website: **www.RegentasStays.co.uk**.

17 GENERAL

We reserve the right to change these conditions from time to time. If guests are in breach of any of these conditions, we reserve the right to all guests from their accommodation immediately. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.