



HOMEZIE

feel at home

Terms and Conditions

These terms are applicable to all reservations, bookings and agreements for accommodation of any kind made by ("the Client") and Homezie Ltd or any of its subsidiary companies or associated companies, which may be referred to individually or collectively as "the Company" or "Homezie" or "Homezie.uk" in these Terms & Conditions, and booked through any website operated by Homezie or any of its subsidiary companies or associated companies including but not limited to Homezie.uk.

Once a booking has been accepted by the Company, a contract exists between the Client and the Company and making a booking by the Client indicates acceptance of these Terms and Conditions by the Client.

Apartment Fixtures & Fittings

All of our apartments come with bed linen & towels. Out of Eden toiletries; flat-screen TVs; fully-equipped kitchens with cutlery, crockery and glassware; welcome packs (containing tea, coffee, sugar, milk); spacious living areas; full size balconies (on request – not all properties benefit from them); full size fridge/freezer, oven/hob, washer/dryer, dishwasher (not all properties benefit from this), microwave toaster, kettle; intercom; hairdryer; iron & ironing board; complimentary weekly housekeeping service; private parking; baby cots (on request).

General Booking Policies

Check-in is between 12pm and 6pm at any of our properties. Check-out is before 9am at any of our properties. Alternative arrangements can be made for all check-ins & check-outs before or after this time for an additional fee (subject to availability). Regretfully, any potential reservations for stag or hen parties will not be honoured at any of our locations and will be subjected to a cancellation (no refunds will be issued). Our Terms & Conditions detailed below apply to all accommodation bookings made either with the Company or via third-party booking agents. Therefore, all bookings accepted by Company are subject to these Terms & Conditions and are deemed to have been accepted in full by the lead Guest ("Client") and their party. The full payment received for the booking is considered as an acceptance of these Terms & Conditions. Reference to "party" in these Terms & Conditions refers to the Guest's ("Client's") family or guests staying in an apartment or apartments. The Guest ("Client") agrees to make his or her party aware of these Terms & Conditions.

Payment Policy

All reservations made must be paid for prior to the arrival date. Apartments cannot be reserved if the full payment has not been received. If a booking is made less than 7 days prior to the arrival date, the full payment is required at the time of booking. If you are booking for more than 30 days, we only require the payment of that period prior to arrival. Failure to receive the payment may result

in the cancellation of a booking. All payments should be made in Pounds Sterling (GBP). The card holder must present the debit or credit card that was used for accommodation pre-payment and valid Photo ID upon arrival. Failure to do so may result in refusal of a stay and the guest will not be entitled to a refund.

Cancellation & Refunds Policy

In the event of the cancellation of accommodation by the Company prior to the commencement of the booking, the full amount paid by the Client will be refunded by the Company to the Client. The Company accepts no liability, either legal or financial, for any other costs incurred by the Client as a result of cancellation of accommodation by the Company.

In the event of cancellation by the Client of any accommodation or any other goods and services offered (either in full or in part) prior to the commencement of the booking, the Company will charge a cancellation fee equivalent to 50% of the total value of the accommodation and services cancelled by the Client. Such amount will be deducted from the amount paid as a deposit/advance payment and, if applicable, an invoice for the balance will be sent to the Client for immediate settlement.

Failure to check-in on the date of arrival and/or any cancellations of bookings (or part bookings) owing to disruption to or cancellation of your travel arrangements, whether caused by an act of God, industrial action, or other circumstances not being the fault of the Company will not reduce or cancel your liability for the full cost of the booking, and if applicable, cancellation charges will apply in accordance with the cancellation policy. You are therefore advised to take out adequate insurance to cover your losses in such situations.

Where a Client wishes to extend the period of stay in the Property, notice by email should be given to us as soon as possible.

We cannot guarantee any extension, which is subject to availability of the Property. An alternative apartment may be offered if the Property has been booked for all or part of the required extension period.

A cancellation charge will not apply, and a full refund will be given where the appropriate notice, as set out below, of the cancelled booking has been received and acknowledged by us by email.

Should you wish to cancel or significantly alter a booking for accommodation, you will need to provide the below amount of notice, prior to your booked arrival date:

- Stay of 7 nights = 2 weeks' notice required;
- Stay of 31 nights or more = 4 weeks' notice required

Collection of the Keys

Generally, we meet and greet all guests staying with us, however, on occasion, this may not be possible. Where we cannot physically meet you for either a check-in or check-out, keys can be collected from our local property officers. Upon checking out, keys can be left at a designated place, which must be confirmed by our staff prior to a check-out.

Car Park

Car parking at our properties costs £75 per month, is subject to availability and is operated on a first come first served basis.

Special Requests

All special requests will be considered when allocating bookings but cannot be guaranteed.

Age Restriction

The Company aims to meet and exceed our customer's expectations, firstly, by ensuring all our guests respect other residents and their surroundings, and for that reason, we operate a strict age 21 and over policy. Photo ID will be requested on arrival and bookings will be cancelled in the event that this is not presented. Please note that Laser, Solo cards or cash pre-authorisation will not be accepted.

Damage to the company's property

The Client is responsible for taking all reasonable care of the apartment and its contents. The Client agrees to keep the accommodation and any of its content in the same state of repair and conditions as at the commencement of the stay. In case of any damage caused by either negligence or deliberate act of vandalism by the Client or their party, the Client will be charged to rectify the damage plus 30% administration cost. Should the damage come to light after the Client's departure, we reserve the right to charge the Client. Charges may include the loss of revenue if an apartment has to be placed out of order while the repairs are carried out to return the apartment to the Company's standard.

Occupancy

The apartment is only to be occupied by the number of guests stated on the booking form. Any social gatherings are not permitted. If the Company is made aware that the maximum occupancy was exceeded during the stay, the Client will incur a fee of £100 per person.

Conduct and Right to Evict

Any inappropriate behaviour including causing any sorts of nuisance and disruption to other guests or residents of the building will not be tolerated. The Client and their party are responsible for respecting neighbours by keeping the noise to a reasonable level before 11pm and refrain from making noise thereafter. Guests are not permitted to use the apartments for any illegal or immoral purposes. In the event where the Company receives complaints regarding excessive noise or unacceptable behaviour from the Client's party or where a previous request to comply with rules and regulations is ignored, the Company reserves the right to ask you and your party to leave the apartment. In the event when the Client and their party refuse to vacate the property, having been asked by an employee of the Company, the police will be asked to attend. The Client will not be entitled to a refund for the remaining number of nights and additional charges may apply in cases like noise complaints from the residents, disorderly or immoral behaviour. We reserve the right to decline any bookings where we have the reason to believe that the Client will not use the apartment responsibly or will intend to use our premises for subleasing to generate income. Angry, abusive, threatening guests or guests under the influence of alcohol or illegal substances will be refused entry.

Right of Entry

The Company reserves the right to enter the apartment at a reasonable time in case of any remedial maintenance repairs or inspection or should we have reason to believe that the accommodation is to be used for any dangerous, offensive, noisy or immoral activity.

Cleanliness

The Client agrees to keep the apartment reasonably clean and tidy. If the apartment is left in an unreasonable and unclean condition, the Company reserves the right to charge the Client for the excessive cleaning, charged at £50 per hour. The Client agrees that any maintenance issues occurred during the Client's stay will be immediately reported to the Company's reception team to prevent the apartment or any of its content from further damage.

Smoking

Smoking is not permitted inside apartments or its premises (this includes balconies, public hallways, lounges, and car parks). If guest(s) is/are found to violate this policy, there will a fine incurred of £100. An additional fee may also be incurred if the apartment needs to be closed for let due to strong cigarette smell. The additional fee may vary depending on a best available rate the apartment is being let at on that day.

General Information

Images of apartments presented on our website and third-party websites are for reference only as the apartments vary in style, size and shape. We reserve the right to amend the content of our website at any time.

Lost Property

Lost property will be kept on-site by the Company for the period of two weeks. After that time, if the left property is not claimed by the Client, it will be disposed of.

Loss of Homezie Property Services and Additional Charges

Lost keys – £100.00

Lost car park fob – £75

Lost parking permit – £45.00

Emergency Call out charge after 11 pm – £50.00

Excessive cleaning – £50 per hour

Smoking fine – £100.00

Disruption / Noise complaints /Social Gatherings – £100.00

Early check-in- £25

Late check-out – £10 per hour (after 10 am)

Additional Car parking spaces – £12 per night

Damages made to the apartment during the Client's stay will incur a fee.

Damage to the apartment or any of its contents will be charged to you at cost, plus 30% administration fee which will be billed directly to the Client. (Please note a full breakdown will be provided upon request).