

Phoenix Apartments Terms and conditions

Payment

Phoenix Apartments accepts the following methods of payment:- .

Credit/Debit Card: Visa, Mastercard, Switch, Amex

Company Cheque: Pounds sterling .

Bank Transfer: Pounds sterling

Bank details are available on request and as per the details on our invoice.

If Phoenix Apartments do not hold an account for you, a 50% deposit may be taken upon booking confirmation, the balance payable prior to occupation.

For bookings made within 15 days of commencement of stay, full payment, by cleared funds, is required at the time of booking.

For bookings of one month or less full payment is required prior to occupation. For bookings of one month or more payment is required monthly in advance.

We can collect credit card payments on arrival. If we are required to visit the apartment to collect payment a charge maybe made for collection. If we arrive to collect payment and the guest is not home we will charge £25 plus VAT as a callout fee.

Should payment not reach Phoenix Apartments within the required time we reserve the right to cancel any bookings made and any deposit paid will be forfeit.

Failure to pay in accordance with the agree terms of payment may result in suspension of accommodation.

We reserve the right to charge interest on overdue accounts.

Phoenix Apartments require a credit card number for security purposes and for any additional charges incurred.

Occupation

The number of people permitted to occupy each apartment is limited to the number of beds. In some apartments extra beds can be provided and this will be at a charge to be agreed at the time of booking. Should the occupancy level exceed that agreed at the time of booking, Phoenix Apartments reserve the right to charge for additional guests. The names of all guests staying in one of our apartments must be supplied at the time of booking. Any variation to the number of guests staying must be agreed in writing with Phoenix Apartments.

All apartments are occupied as serviced apartments and on the basis that no rights of tenancy are created. If this contract is with an individual person(s) (as opposed to a company) then by entering into this agreement the person(s) is declaring that the apartment booked is not his/her principal place of residence.

Insurance

We are not responsible for the theft and/or damage of your personal belongings during your stay in any apartment 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.

Smoking

Phoenix Apartments operate a strictly non smoking policy. If an apartment is found to have been smoked in, the guest will be asked to leave and additional apartment cleaning and redecoration charges incurred.

Pets

There are no pets allowed in the apartments, unless by specific arrangement in writing only.

Services

Phoenix Apartments cannot be held responsible for any failure or interruption of services to the apartments, including electricity, television, broadband access and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property or on the public highways.

Behaviour/control of the property

Nuisance: Guests are required to behave in a responsible manner, respect the apartment and their fellow guests and keep noise to a minimum between the hours of 10pm and 7am. This includes causing any sort of nuisance or disruption to 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 apartment for any illegal or immoral purposes. An additional charge will be made if the Management team is called out in response to a nuisance complaint.

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

Damage: Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment 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 apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs.

Lost Property: All your possessions should be removed from the apartment on the day of departure. We will use reasonable endeavours to retain any lost items for up to 2 months after your departure date.

Additional Charges

Telephone calls are charged separately and deducted from the holding credit card by arrangement. Calls are charged at cost.

Housekeeping

Our housekeeping team will service the apartment weekly, with the exception of Sundays. Weekly housekeeping includes linen/towels change and general cleaning. For health and safety reasons guests are requested to remove personal and food waste from the property on a regular basis.

Waste must not be stored anywhere in the apartments other than in the bins provided. Guests must ensure that the floors and surfaces are kept clear to enable our housekeeping team to clean thoroughly. A dishwasher is provided in most properties.

If cleaners are turned away there may be a £25+ VAT charge. If you require a variation to the cleaning day or time please request via email at least 24 hours prior to the cleaning day.

Health and Safety

Clients are to familiarise themselves with the location of the fire blanket and the emergency instructions in the apartment and emergency escape route.

Clients are requested to ensure all windows and doors are locked when the apartment is unoccupied. Please note insurance is not valid if the apartment is not secured and Phoenix Apartments reserve the right to hold guests liable for any losses incurred from an unsecured apartment.

Damages

Damages to the apartment must be paid in full. In the event of any breakages, damage or extra cleaning required after the guest vacates, we will notify the client/guest following departure. Photographic evidence of any damages will be supplied as appropriate. No items belonging to Phoenix Apartments are to be removed from the apartments including towels.

Keys

Phoenix Apartments will issue one set of keys per guest and extra keys are available on request, however, if the issued keys are not returned on departure a charge of £30 plus VAT will be made to the holding credit card. If between the hours of 10 pm and 8 am a guest locks themselves out of the property and requires assistance to re-enter the property, a call out charge may be incurred.

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, if possible, offer you an alternative apartment of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund of the price difference. However if the alternative apartment is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a refund unless this is the result of an Event beyond our Control – see below. You should tell us as soon as possible whether you wish to accept any change or alternative apartment offered or alternatively if you want a refund.

Events beyond our Control include but are not limited to the following: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, epidemic, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations and building work undertaken at the property or in the local area, strikes, lockouts or boycotts, embargo, blockade.

Extensions of stays & cancellations notifications

Once your booking has been confirmed by Phoenix Apartments any request to cancel or amend the booking must be confirmed in writing (email).

Non-arrivals will be treated as a cancellation and will be subject to a 100% cancellation charge.

You may cancel this booking agreement at any time without penalty by giving at least 7 days notice in writing before the booked day of arrival.

Cancellations, either before or after the booked arrival date, must serve a 7 day cancellation notice.

Cancellations within the 7 day period will incur a charge of 7 days rental at the agreed rental rate or the total amount due, whichever is the lower.

Phoenix Apartments reserves the right to treat an early departure or reduction in the number of nights or apartments booked which results in a reduction in the overall charges payable as a cancellation.

Commission Invoices

Phoenix Apartments will not accept any commission invoices from any booking agency or company placing guests with Phoenix Apartments, rendered later than 75 days from the issue of the invoice it may relate to. The commission rate and total must be agreed in writing or by email at the time of the original booking.

Please note this has been deemed necessary due to the late issuing of invoices by some companies and the inaccuracies of these invoices due to the time frames involved and unacceptable level of administration incurred.

VAT Recovery Process

Phoenix Apartments will not supply copy invoices to any VAT recovery business without the written authority of the original client. Supplying invoices older than 12 months maybe be charged for, owing to the administration level involved.

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 request that guests vacate their apartment 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.

www.phoenixapartments.co.uk

September 2015