

## Terms & conditions

These Terms and Conditions relate to any reference made to **Stert Street Properties** and cover all bookings whether placed through our website, a third party or preferred supplier or via email, telephone or other means.

By booking with **Stert Street Properties** you are agreeing to these terms and conditions whether personally or on behalf of any guest, group or company you may be booking for. Therefore all guests must comply with any rules and regulations as set out below by **Stert Street Properties**.

Your booking unless otherwise stated is with **Stert Street Properties**.

In addition by visiting or using our website you agree to comply as above with these terms and conditions.

### 1. Bookings

Any booking made by you will be deemed to be acceptance of an offer to purchase the relevant accommodation or apartments subject to the following terms and conditions:

A contract between **Stert Street Properties** (or its recommended supplier) and you or any third party or company on whose behalf you are booking shall only come into existence under the following circumstances:

#### 1.a Telephone bookings

If booking by telephone, once we have your payment details & payment has been successfully made or credit terms agreed.

Once we have details of all guests and they do not exceed the maximum occupancy of the property booked or the age restrictions of the accommodation. Any disabilities or circumstances which affect your stay should be notified at the point of booking.

Once we have sent a confirmation to you or your guest and this has been acknowledged by telephone or in writing.

#### 1.b Website bookings

If booking directly on or via our website, once we have your payment details and payment has been successfully taken.

Once we have details of all guests and the number does not exceed the maximum number of occupants for the property booked or the age restrictions of the accommodation. Any disabilities or circumstances which affect your stay should be notified at the point of booking.

Once a confirmation has been sent we will assume its successful receipt unless informed otherwise within 24 hours.

#### 1.c Email or bookings via fax

Once we have your written authority to place the booking, along payment details & payment has been successfully made or credit terms agreed.

Once we have full details of all guests /occupants and the number of guests does not exceed the allowable number for the property or the age

restrictions. Any disabilities or circumstances which affect your stay should be notified at the point of booking.

Once we have confirmed availability and you have received confirmation of the booked property.

### **Bookings “on hold”**

**Stert Street Properties** cannot hold for any client an apartment without payment, pending receipt of a later booking confirmation or for a specified period of time unless by mutually agreed prior arrangement. Where agreed, however, the property will be automatically released to market once any applicable time period has expired unless terms are agreed and a payment is taken beforehand.

### **2. Payments**

Payments may only be directed via a third party with your explicit consent. All payments must be made in Pounds Sterling unless another currency has been notified and accepted.

Where overseas payments are taken exchange rate fluctuations may apply.

Payments are accepted by bank transfer in pounds sterling (bank details available on request) or by cheque in pounds sterling payable to “**Stert Street Properties**” or any other party which we advise at the time. Please allow 5 working days for cheques to clear. Payments may also be accepted by debit or credit card (Visa, MasterCard, Switch, Solo, Maestro, Delta).

### **VAT / taxes**

Value Added Tax will be added to all bookings unless otherwise specified at the rate determined by HM Revenue & Customs.

### 3. Deposits

Some properties may require a security deposit to secure a booking. You will be informed at the point of booking if a deposit is required and when it is payable. All deposits are due prior to arrival.

Deposits amounts will vary depending on the time, dates and nature of the booking.

**Stert Street Properties** or any party we nominate may require a deposit of £250 for a short stay (7 nights or less) or up to £500 for a pet deposit, group booking or Bank Holiday booking. For a longer booking duration the deposit amount may be higher.

#### Use of deposit

- Deposits may be taken or held to secure a property for future booking
- Deposits may be taken or held as security against damages or breakages in a property
- Deposits may be taken or held in case of unpaid rental
- Deposits are forfeited if payment has not been made prior to arrival
- Deposits may be taken for weekend bookings or bank holiday / group bookings
- Deposits may be taken for allowing a pet into a specific property
- Deposits may be taken if you have requested additional sets of keys for your accommodation
- Deposits can be taken or held on a debit or credit card or via bank transfer or in cash.

#### Deposit deductions

**Stert Street Properties** reserves the right to deduct from a deposit, without notice, all amounts chargeable under these terms and conditions including, but not limited to, any additional accommodation charges.

Within one week of the deduction of additional charges from a deposit, **Stert Street Properties** will provide the booker, guest or occupant with a written breakdown of the issues including any gathered evidence plus the list of applicable charges. Deductions for additional charges may occur at any time during the booking period (if we suspect there may be cause for concern) or at the point of departure once the accommodation has been inspected.

If additional charges are taken from the deposit its remainder will be refunded at the end of the stay to the bank account or debit / credit card of its origin, subject to all additional charges being settled and a final check of the accommodation. Should additional charges still be owed to **Stert Street Properties** over and above the deposit amount, payment must be made within 7 days of departure.

#### 4. Additional accommodation charges

If **Stert Street Properties** has **not** taken a deposit at the point of booking or before the date of check-in, we will require valid credit or debit card details to cover any possible additional charges incurred during your stay. Details will be held securely until the point of departure and pending a final check of your accommodation.

(These terms may vary if you or your company hold an account with **Stert Street Properties**).

Additional charges may occur at any point during your stay and we reserve the right to deduct without notice the appropriate amounts from the card details we are holding on your behalf. If this happens **Stert Street Properties** will provide the booker, guest or occupant with a written breakdown of the issues within one week of the deduction including any gathered evidence plus the list of applicable charges. If a card payment is declined for any reason or no card details are provided, **Stert Street Properties** will raise an invoice for the charges to the relevant booker, guest or occupant directly and payment will need to be made within 7 days of issue.

**Stert Street Properties** also reserves the right to vary additional charges without notice. Additional charges include but are not limited to:

- Additional cleaning at any point (if the property is not kept to an acceptable standard of cleanliness)
- Full departure clean (this may exceed £100 plus VAT)
- Specialist cleaning for pets or if smoking is detected
- Removal of personal belongings, rubbish and food
- Parking or use of garage charges
- Loss of revenue while a property is returned to a rentable condition
- Damage or breakages (considered to be above fair wear and tear)
- Cost of repairs or replacements and time taken to source or repair them
- Cost of decoration or a contribution towards decoration
- Loss of keys or incomplete sets of keys (from £80 plus VAT)
- Guests being locked out or mislaying keys (£50 plus VAT call out, plus missing key charge)
- Out of hours lock outs or lost keys (may incur additional charges, plus the key charge)
- Additional sets of keys
- Loss of TV /Internet equipment or controls, garage fobs/keys (from £100 plus VAT)
- Exterior cleaning charges (patios/balconies)
- Garden clearance charges (if a garden is supplied & not maintained)
- Emergency call outs (from £100 plus VAT)
- Additional laundry or provision of additional quilts / linens
- Out of hours key collections or meet and greet appointments

- Incorrect parking (not in the allocated space provided) or oversized vehicles
- Luggage storage or storage of any other belongings
- Furniture repair or replacement /soft furnishing repair or replacement
- Provision of cots, high chairs or additional beds (including Z beds)
- Provision of additional toiletries or a welcome pack/basket

**Stert Street Properties** will provide the guest, occupant or booker with a written list of all applicable additional charges plus photographic evidence where possible.

#### 5. Inventories or condition reports

Inventories and condition reports can be provided at the beginning and at the end of the accommodation period (if required) at a cost of £75 + VAT.

#### 6. Reporting damages / breakages

We encourage all occupants to check their accommodation on arrival and to contact us should they discover any damages or breakages, ideally providing us with photographic evidence, a time and date of discovery. This will help to reduce or avoid charges on departure.

**Stert Street Properties** appreciates that accidents do occur and would request bookers/occupants or guests contact us as soon as possible to report the problem as we may be able to rectify it with a minimum disruption or cost. If, for example, carpet stains are left unreported and not attended to, it may result in a carpet replacement or a contribution towards the cost of replacement.

#### 7. Our right to refuse a booking

**Stert Street Properties** may, at our sole discretion, refuse any booking you make with us or any of our providers via telephone, website, email or any other means.

Refusal may be at the point of booking, prior to arrival or at the point of arrival due to, but not limited to:

Incomplete payment, incorrect payment details, non-payment of a deposit, failure to provide full and relevant details of all guests (including passport details /photo ID), under age guests, abusive guests or unauthorised pets. Any disabilities or any other such condition which may affect your stay or your enjoyment of a stay must be notified to us at the point of booking, as the property booked may not be suitable for your needs or requirements. In these circumstances we may cancel your stay or decline the reservation on the grounds of safety/unsuitability.

We may also refuse a booking or entry to a property if we suspect it will be used for improper or illegal purposes or to hold a party or gathering.

#### 8. Your responsibility – accurate information & checking

As noted, it is the responsibility of the guest or booker to inform **Stert Street Properties** at the time of booking of all relevant details of the booking and to check all details of their booking. This includes the names and ages of occupiers or guests, vehicle details and registration, passport information, valid visa, health requirements or flight details where required. We also need to know the reason for the booking.

**Stert Street Properties** cannot be held responsible for any failure of the guest or booker to provide accurate information.

It is also your responsibility, as the accommodation booker or guest, to ensure you have all relevant booking information prior to arrival including your confirmation, key collection information, parking information and have read through the relevant terms and conditions pertaining to your booking.

#### 9. Your responsibility – notifying changes

It is your responsibility to check any information we send to you on a regular basis and advise us if any details have changed (ie alternative email or name changes) within 7 days of issue of the confirmation or invoice. If your booking has been made at short notice & your arrival date is within 7 days, changes must be advised no later than 24 hours prior to arrival.

All changes must be advised in writing and are subject to availability. If we are unable to assist with the change, the original booking will be reinstated.

We reserve the right to charge for any changes to a booking including date changes, increased number of guests or arrival time changes.

#### 10. Age restrictions

**Stert Street Properties** is unable to accept guests under the age of 21 unless authorised by a company or the reservation forms part of a corporate booking. Proof of age or photo identification may be requested at the point of check-in. If proof of age is not given upon arrival or if we suspect any guests are under age the booking may be cancelled.

Children under the age of 14 must not be left unattended in a **Stert Street Properties** apartment at any time.

#### 11. Insurance

**Stert Street Properties** strongly advise all clients, occupants and guests to ensure they have valid and appropriate insurance prior to travelling to their accommodation. We advise any insurance should cover for the following eventualities:

Cancellation, provision of emergency or medical cover, protection for personal belongings while travelling and for the duration of their booking, terrorist activity, war, natural disaster or any other such eventuality. Personal belongings should also be covered against fire, theft, flood, accidental damage, natural disaster, terrorist activity or any other eventuality.

In the event of an incident, accident or event, **Stert Street Properties** will not be responsible to replace or compensate any guest, occupant or company for their personal belongings or effects.

**Stert Street Properties** is also not responsible and will not be liable to perform its obligations under any booking agreement as a result of a force majeure event (an event beyond our control) including but not limited to:

Strikes, lock-outs, industrial disputes (whether involving **Stert Street Properties** or an external provider), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of suppliers or subcontractors.

#### 12. Extensions

All extensions of stays are subject to a notice period and availability unless a guaranteed right to extend has been offered at the time of booking. All requests for extensions must be in writing. Rates are subject to alteration for any extension of the original booking.

Notice periods for all accommodation booked will be notified at the point of booking. Notice periods depend on the length of the original booking and how long you wish to extend for.

Failure to provide **Stert Street Properties** with the specified notice to extend may result in your accommodation being booked by another guest.

Payment for all extensions will be taken prior to the extension period. **Stert Street Properties** reserves the right to take all additional payments and charges from any credit / debit card used to make the original booking (plus any further deposit requirements). Where payment has been made by cheque or bank transfer, an extension invoice will be sent to the billing address provided to us and payment must be made by immediate return. Failure to receive payment within 48 hours of the requested extension will result in the cancellation of the extension save where credit terms allow a greater delay.

### 13. Cancellations & notice periods

Any request to cancel or change booking needs to be notified to **Stert Street Properties** during 'office' hours; 8:30am – 5:30pm Monday to Friday. All requests to cancel or change a booking must be confirmed in writing via email.

Any transaction fees are non-refundable.

**Notice periods** will vary according to the length of a booking. Please check with **Stert Street Properties** for the notice period for cancellations, extensions or changes to bookings. Booking charges are made on a pro-rata basis.

a) For **Stert Street Properties** managed properties there will be no cancellation charge for bookings under 28 nights in length if a booking is cancelled before 10am, 7 days prior to arrival. If less than 7 days' notice is provided, a pro-rata period up to 7 nights' charge will be due. There will be no cancellation charge for bookings **over** 28 nights in length if a booking is cancelled before 10am, 14 days prior to arrival. If less than 14 days' notice is provided, a pro-rata period up to 14 nights' charge will be due.

b) No-shows will be treated as a cancellation and will be subject to a 100% cancellation charge of the maximum applicable notice period. Where a no-show has occurred we will hold the booking open until 10am the following morning. If we have not heard from the guest, occupant or booker by 10am the following morning the booking will be cancelled and a full cancellation charge will be due as above.

c) **Stert Street Properties** reserves the right to treat an early departure, a reduction in the number of nights or a reduction in the number of properties booked as a cancellation, due to loss of revenue.

d) **Stert Street Properties** reserves the right to change or cancel a booking due to errors of information. If this does happen we will contact you via email or telephone to explain the cancellation, change or resulting charges.

e) If **Stert Street Properties** has to change or cancel your booking and this is not acceptable to you, Stert Street Properties will as soon as reasonably practical offer you a suitable alternative apartment of a similar type, standard and location for the same timing. The alternative offered may be from our own portfolio or via an external provider. If via an external provider the full or an additional cost will be due and payment will need to be taken. If the alternative property is at a lower cost than the original booked and has been paid in full, a refund for the balance in cost will be offered.

f) If **Stert Street Properties** has to cancel or change your booking and you are not happy with any of the alternative suggestions, you will be entitled to cancel your booking and receive a full refund of all monies paid to **Stert Street Properties**.

g) **Stert Street Properties** reserves the right to apply specific notice periods and charges to a booking which may differ from those noted above.

#### 14. Rates

The rates **Stert Street Properties** advertises are correct at the date of publication but subject to change without notice. Once a booking has been confirmed **Stert Street Properties** will not change the rate quoted unless you amend the booking in any way or the supply cost changes as a result of currency fluctuations.

Rates may vary at any time on any of our booking channels due to a sudden increase in demand or due to special offers. If you wish to dispute the rate you have been quoted please contact our sales team.



## 15. Check-in

Check-in is at 15.00 (3pm)

If Stert Street Properties needs to delay the check-in time we will always inform you in advance. This may be due to unforeseen circumstances such as maintenance issues or delays with previous guest departures.

If the property has a self-check in system (key box or entry codes) these details will be sent to you prior to arrival and you will not be subject to later check-in fees.

## 16. Check-out time

**Check-out** is at 10.00 am (sharp).

Please leave your apartment on time as our cleaning teams will be waiting to gain access. Failure to leave on time may result in additional charges (£15 per hour) due to delays to incoming guests or having to reschedule cleaning teams.

If you do need to delay your scheduled departure time please contact **Stert Street Properties** at least 24 hours in advance and we will try to accommodate your request. This may not always be possible due to incoming guests and additional charges may still be due.

On departure please bag up all your rubbish, remove your personal belongings and any food. Failure to remove all items or leaving the property in an unacceptable state will result in additional charges.

Return all keys / fobs / car permits or remote controls to **Stert Street Properties** on departure. Failure to return these will result in a charge to provide a new set of keys, fobs, car permits or remote controls plus our time to arrange this. The usual cost of replacing a key fob or parking permit is from £75 plus VAT plus the cost of delivery.

## 17. Chargeable services

**Stert Street Properties** can provide the following services to enhance a stay:

Airport transfers – price on request according to airport and destination.

Additional cleaning including a change of sheets and towels – £50 + VAT

Provision of additional set of sheets – £10 per bed + VAT

Bespoke arrival pack (i.e. fresh milk, juice, bread, croissants or any other such items requested) – £15 + VAT

Early check-in before 3pm and after 12pm (max 3 hours) – £10 + VAT per hour (authorised check in)

Late check-out after 10am – £10 + VAT per hour (authorised check out).

These are subject to availability.

## 18. Internet supply

**Stert Street Properties** will make every effort to ensure the internet supply is available at all times but we cannot guarantee any internet or broadband connection availability. Internet access is provided by a national telephone provider therefore **Stert Street Properties** can take no responsibility or pay any compensation if the internet connection is either unavailable or lost.

Internet access is provided under a strict fair use policy. Any excessive use will be subject to additional charges or the service slowing down or stopped by the provider. The internet provided is for domestic use only and not for any commercial purpose.

If there is a fault which is deemed by **Stert Street Properties** to be associated with the user's hardware or software, no support will be available. Use of the internet is on the strict understanding that under no circumstances will **Stert Street Properties** be held responsible for any actions that may arise from the use of a guest's or occupant's internet connection or for any damage resulting to their hardware or software.

The internet supplied must not be used for any illegal or immoral purposes, including but not limited to:

Fraudulent use or in connection with a criminal offence, terrorist activity or in any way which is unlawful or breaches legislation. You agree not to use it to send, communicate, knowingly receive, upload or download any offensive, abusive, indecent, defamatory, libellous, obscene or menacing content. This includes material which causes upset, anxiety or is intended to deceive.

We reserve the right to pass on any records of wrongful internet use to the authorities if required to do so.

**Stert Street Properties** will not be responsible for any virus or software issue which may result from a guest's or occupant's use of the internet.

We strongly recommend that all your equipment has sufficient virus or software protection.

### 19. Occupancy

All accommodation booked with **Stert Street Properties** is occupied as serviced accommodation only and is only to be used as temporary corporate or holiday accommodation for you or for your company.

The accommodation is not for use as the principal or additional home or residence of guests: you will not be entitled to 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. Guests are forbidden to sub-let or use any part of the accommodation for commercial gain.

If you or any member of your party fails to vacate at the end of the booked period you will be charged the appropriate accommodation charges for the continued period of occupation.

Nobody other than the named guests or occupants have a right to use the accommodation.

These conditions constitute an excluded agreement under S(3A)(7)(a) of the Protection from Eviction Act 1977 (as amended) and cannot be construed as an assured tenancy under the Housing Act 1988 (as amended).

All apartments are rented according to their number of bedrooms only. We cannot guarantee to allocate an exact property or apartment to any guest.

The number of people permitted to occupy the accommodation is limited to the number of beds provided (including sofa beds or additional beds). Charges for sofa bed use or extra beds will be provided at the point of booking.

If the number of people permitted to occupy an apartment is exceeded, **Stert Street Properties** or our nominated external provider may refuse access to the accommodation and reserves the right to charge for additional accommodation or apartments.

#### 20. Website and accommodation

Reasonable care has been taken to ensure the content of the **Stert Street Properties** 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 the **Stert Street Properties** website (and/or other means of promotion or advertising) is published in good faith. Given the above factors, **Stert Street Properties** does not warrant that any of the content on the **Stert Street Properties** website (and/or other means of promotion or advertising) accurately or completely describes any of the accommodation.

The **Stert Street Properties** website (and/or other means of promotion or advertising) may contain a typical accommodation floor plan but this will be a general and indicative representation only. The actual unit size, design, fixtures, furnishings and facilities may vary from those shown on the floor plan.

## 21. Use of Stert Street Properties website

By using our website you agree not to disassemble, deconstruct, break down, hack or otherwise interfere with the site.

The site must not be used for the following purposes:

To gain unauthorised access to other computing systems or in a way that may damage, disable, overload or affect the operation of the website.

To solicit participation in public discussion, debate, comment or activity outside the website.

To provide false or misleading information about yourself or your business, or create a false identity.

In contravention of any licence, code of practice, instruction or guideline issued by a regulatory authority, third party's rights, or any of the **Stert Street Properties** terms and conditions.

Fraudulently or in connection with a criminal offence or in any way that is unlawful or in breach of any legislation.

To send, communicate, knowingly receive, upload or download any material or content that is offensive, abusive, indecent, defamatory, libellous, obscene, menacing, or that causes annoyance, inconvenience, needless anxiety or that is intended to deceive.

As a user you agree to protect and indemnify **Stert Street Properties** against any claims, losses, costs and liabilities arising from any claims by any third party, in connection with the use or misuse of the Stert Street Properties website.

## 22. Restrictions

In relation to **Stert Street Properties** operated properties the following restrictions apply as standard. –

**Smoking:** **Stert Street Properties** operates a non-smoking policy. This applies to all balconies, terraces, common areas of the building. Smoking is permitted in private gardens or outside areas provided doors and windows are closed and cigarette butts area disposed of in appropriate smoking bins.

**Pets:** **Stert Street Properties** allows pets in the majority of our properties at an extra cost. Please check before booking. Failure to notify Stert Street Properties of a pet staying in our apartments will incur a fee of £100 + VAT

### 23. Liability

**Stert Street Properties** is responsible for its own operated apartments subject to these conditions.

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 **Stert Street Properties** 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 the liability of **Stert Street Properties** 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 **Stert Street Properties**, or any liability that cannot by law be excluded.

Subject to the paragraph above, **Stert Street Properties** 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, as or on behalf of a business or business employee, that business shall indemnify **Stert Street Properties** 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 **Stert Street Properties** arising out of or in connection with your, or your business', 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, **Stert Street Properties** 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 **Stert Street Properties** under your booking.

**Stert Street Properties** shall not be liable for any failure or delay in performance of its obligations which results directly or indirectly from any cause or circumstance which is beyond its reasonable control. The following shall be regarded as examples of such circumstances: 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, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations undertaken at the property, strikes, lockouts or boycotts, embargo, blockade.

Other than in relation to death or personal injury caused by **Stert Street Properties** negligence, or any other liability that by law cannot be excluded or restricted, **Stert Street Properties** liability to you in relation to these conditions is limited to the higher of (i) GBP £1,000; and (ii) the value of the booking made with **Stert Street Properties**.

Where **Stert Street Properties** or a property booked, but not operated by **Stert Street Properties** provides a parking space, bay or car park with your booking, we accept no liability whatsoever for any damage, theft, vandalism, or act of any other

third party which may cause loss or damage to a vehicle during the booking period. You therefore accept all risks associated with parking your vehicle.

#### 24. Unforeseen circumstances

Although **Stert Street Properties** makes every effort to ensure guests enjoy a peaceful stay, **Stert Street Properties** cannot guarantee or be held responsible for any failure or interruption of, services to the apartment or the building, including electricity, gas, air conditioning (if relevant), water or any damage, telephone, broadband, internet and other communications, disruption or noise caused as a result of repair works being carried out in another part of the property or building. This also includes dishwashers, washer driers, oven and hob, fridge freezers, hot water and heating.

No compensation will be paid for any loss of any of these services.

Upon notification by a guest/occupant or booker, **Stert Street Properties** will use its best endeavours to maintain and rectify (within a reasonable period of time) all services and issues (within reason) within **Stert Street Properties** operated apartments, and will use reasonable endeavours to ensure any external provider is made aware of, and rectifies, such problems within a reasonable period.

#### 25. Feedback and complaints

**Stert Street Properties** aims to deliver the best possible service but in the unlikely event that you are dissatisfied with the service offered, you should notify us in writing or by email as soon as possible in relation to any complaint about the booking service.

In relation to any complaint about the accommodation, our policy is to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them.

#### 26. Guest conduct

All guests are reminded that **Stert Street Properties** apartments are within residential areas, therefore noise and music must be kept to a minimum between the hours of 10pm and 7am.

You agree to be respectful towards other owner /occupiers and other residents in the vicinity at all times. Any sort of nuisance, abusive or threatening behaviour directed towards other residents, or to **Stert Street Properties** staff in person, on the phone or via email will not be tolerated. Additional charges may be incurred if we have to respond to a nuisance complaint.

You agree not to use the accommodation for any illegal or immoral purposes. If we suspect or discover the property is being used for such purposes, we will be entitled to cancel your stay with immediate effect. **Stert Street Properties** is not responsible for those guests or occupants who decide to use our properties for illegal or immoral purposes without our knowledge. We use all reasonable care to avoid such situations. No refund will be given if the booking is for one night. A refund will be given for remaining days, however should you be asked to vacate the apartment within the hour you will be charged £50 plus VAT per hour for every additional hour you remain in the apartment. This will be deducted from any refund due back to you. An additional administration fee of £200 plus VAT will also be deducted from the final refund.

\*\* By suspicious activity we mean the following: Unannounced people arriving at regular or irregular intervals\*\*. Should we discover a party or gathering in one of our properties we reserve the right to call in a security company to assist **Stert Street Properties** to remove the guests and secure the property. Charges for a security company to attend will be a minimum of £500 plus VAT which will need to be covered by the guest or occupant, in addition to any charges to restore the property to its pre-check in condition.

We recommend that you take time to familiarise yourself with the safety procedures in the accommodation, the building and local area, paying particular attention to fire evacuation details and security.

Fire doors and fire exits or escape routes must be kept clear of obstructions at all times for your own safety and the safety of others. On discovering a fire or similar or on hearing a fire alarm, guests should check to see if the fire service has been called and if not, dial the 999 requesting the fire service and providing your location.

Evacuate the building and wait at a safe distance for the emergency services to arrive. Wait for further instruction from the Fire Officers attending, before you attempt to re-enter the building. Please advise **Stert Street Properties** of the emergency as soon as you are able to do so.

In some locations, individual flats or houses may not be able to operate heating systems in conjunction with other internal systems at the same time. Heating may be subject to set temperatures or times in certain locations, but is provided in all our accommodation. Do not attempt to alter heating or electrical systems without authorisation from us or from your apartment provider. Any tampering resulting in a failure may incur an additional charge.

**Stert Street Properties** properties do not have air-cooling systems but fans can be requested subject to availability.

Guests should not interfere with, nor permit anyone other than authorised maintenance staff to do so, any electrics, plumbing, heating or fixtures and fittings in your accommodation. All appliances must be used in conjunction with the manufacturer's guidelines and pamphlets are supplied for your information. If you are unsure how to use anything, please contact us.

Where an internet or broadband connectivity is available, you agree to use such services in a responsible manner and not for any illegal purpose (see Clause 19). Where a telephone exists in the property you are responsible for all call charges and for setting up and cancelling your account when you depart.

You agree to permit access at any reasonable time for maintenance or emergency works which need to be carried out inside the property. We will always notify you in advance if this is likely to happen. You also agree to permit access for the weekly service clean (when included) to be carried out and will not unreasonably deny access. Failure to allow access or to keep the property in a condition where the cleaning is unable to be carried out may result in additional charge.

You agree to use any external space, garden or balcony for its proper use only and to collect any debris or rubbish and leave it in a good tidy condition prior to departure. If you have use of a garden or patio which has grass or plants, you will be expected to water them during your stay. If you are unsure how to water or look after the plants please contact **Stert Street Properties** for advice.

Outside spaces provided with your accommodation are not to be used for gatherings or parties unless specific written permission has been given to do so. Barbecues or fire pits are not permitted on balconies or terraces for safety reasons. If the property booked has a barbecue or outside log burner, you will be expected to use this at your discretion and be mindful of safety at all times. Any resulting damage will be your responsibility and additional charges may be levied.

Guests or occupiers are responsible for all visitors to the accommodation. Non-residents or anyone not named on the booking will not be permitted to occupy the property after 10pm; otherwise additional charges may be made for unauthorised persons. You agree any visitors will be respectful of other residents nearby.

Guests are expected to keep their accommodation in good condition throughout their stay, including soft furnishings, carpets, walls, fittings and effects. The accommodation should be returned to **Stert Street Properties** in the same or similar condition as it was provided to you upon arrival. We reserve the right to charge for any differences in condition, over and above fair wear and tear.

Guests are expected to keep their accommodation clean and tidy during their stay and not keep any hazardous items in the property, which could cause damage to any occupant, contractor or person attending the property.

Housekeepers, where requested, will not attend to a property where the condition is poor or if there are personal belongings all over the floors and work surfaces. You may be charged for their time if this happens. We ask that all food items are covered and stored to deter insects or vermin as failure to do so may result in an infestation and additional charges may be made to you in order to eradicate any pests.

You agree to keep cooking odours to a minimum and to adequately air the property during your occupation, opening windows or using cooking extractor fans. Cooking ingredients including spices or oils can damage walls, work surfaces and carpets or cause excessive odours.

You agree to advise all your contacts not to send post or packages to your accommodation after you have departed. Any such items will be held for 30 days whilst we contact you and are then destroyed. Charges may be levied for forwarding them to any address you provide. Any personal belongings (within reason) accidentally left after departure will also be retained for 30 days only. Please email [info@addedingredients.co.uk](mailto:info@addedingredients.co.uk) for enquiries relating to any lost items.

You agree to lock or close all doors, windows or external building doors, relevant to your accommodation during your stay to keep both your own belongings and **Stert Street Properties** contents safe. It is your responsibility to turn off all gas appliances/electrical appliances when they are not in use, for your own safety and the safety of the accommodation.

**Stert Street Properties** strongly suggests that valuable items such as passports, jewellery, cash, credit cards, travel documentation or computer equipment should be kept out of sight and either locked in your travel case or inside a safe in the apartment if one is provided.

In the event of an incident, accident or event, **Stert Street Properties** will not be responsible to replace or compensate any guest, occupant or company for their personal belongings or effects.



You agree to set any alarms provided and to use all safety precautions possible. If smoke or carbon monoxide alarm detectors inside your accommodation “bleep” intermittently, this is a “low battery” warning and should be reported to **Stert Street Properties** as soon as possible so the batteries can be renewed.

If the smoke alarm gives a shrill continuous alarm or another alarm sounds (if you are not cooking) gas may be escaping or smoke. Try to detect the cause and if serious, follow the evacuation procedure and call **Stert Street** immediately. If you need to call the emergency services, dial 999 making sure you are at a safe distance before you do so.

All **Stert Street Properties** guests (whether direct, via a third party or external provider) should familiarise themselves with the above conduct terms. Specific terms and conditions for preferred partner or supplier properties will be available to you.

### 27. Smoking policy

All accommodation provided by **Stert Street Properties** is strictly non-smoking including balconies, patios and communal areas.

If evidence of smoking is detected, we reserve the right to charge for a deep clean of the affected apartment to sanitise curtains, furniture and carpets. This charge will start from £100 plus VAT for a studio apartment and will increase for any larger units. In certain circumstances we may need to charge for decoration or for other items in order to return the accommodation to its pre-arrival condition. You may also be asked to vacate the apartment to prevent further damage being caused.

### 28. Pets

Pets can be accepted in the majority of **Stert Street Properties** apartments and may be subject to a pet deposit or special booking terms.

For those properties where pets are accepted, the size and number of pets may be limited. A pet deposit may also apply as a contribution towards deep cleaning. Some locations may also have a specific set of pet terms and conditions which must be observed.

### 29. General

**Stert Street Properties** reserves the right to change these conditions from time to time and without notice. Should guests be in breach of any of these conditions, **Stert Street Properties** reserves the right to request that guests vacate their apartment within 24 hours.

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.

### 30. Privacy

*Under new data protection laws, we must inform you of how we use your data.*

All information collected or properly obtained during the booking process will be processed in accordance with our web site use terms and are incorporated into these conditions

*Your data will be stored and used by Stert Street Properties. to process your serviced apartment bookings, to contact you regarding your bookings or to keep you informed of any future services we*

believe may be of interest. We will not share your data with any other organisation and your data will not be used for any other purpose.

For each booking placed with Stert Street Properties we will retain your name, email address, telephone number and booking summary information for 90 days after the check-out date in case we need to contact you.

For each reservation enquiry which does not result in a booking, we will retain your name, email address, telephone number and booking request for 90 days after the enquiry is received in case we need to contact you.

If we have not communicated with you further during this time, we will delete your personal data at the end of this period.

To see the data we hold about you, details of how we use and store your data, or to receive further details regarding your rights, please contact our Data Protection Officer via e-mail at [info@addedingredients.co.uk](mailto:info@addedingredients.co.uk)

You may withdraw at any time your consent to our retention of your data by contacting us as above. This wouldn't affect any use of your data up until that point but would take immediate effect from when we receive your request.

You may also request at any time that we delete any or all personal data Stert Street Properties holds about you. The only reason we would not carry out this request is if it would result in us being in breach of other legal or regulatory obligations we have, but we would always inform you at the time were this the case.

### 31. Interest

We reserve the right to charge interest for any late payments at the Bank of England base rate plus 5%. Late payments are determined as those exceeding our 30 day payment terms.

### 32. Fees

**Stert Street Properties** does not add any credit card charges, service fees or hidden extras to the rates which we display.

### 33. Modern slavery

**Stert Street Properties** does not use or accept forced, bonded or involuntary prison labour or child labour. We do not demand deposits or hold onto our workers' identity papers, or work with companies which do so. **Stert Street Properties** only works with people who choose to work freely. We respect the rights to equal opportunities, freedom of association and collective bargaining.

### 34. Accessibility

**Stert Street Properties** will endeavour to assist guests with special requirements/needs. Please ensure **Stert Street Properties** is made aware of these in advance or at the time of booking. Although we will do everything possible to meet your requests, no guarantees can be given. 37. **Discrimination policy**

**Stert Street Properties** is committed to encouraging equality and diversity among our workforce and client base, and eliminating unlawful discrimination.

The aim is for our workforce and clients to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best.

The organisation – in providing goods and/or services and/or facilities – is also committed against unlawful discrimination of customers or the public

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, part-time or full-time
- not unlawfully discriminate because of the Equality Act 2010 protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation
- oppose and avoid all forms of unlawful discrimination. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The organisation commits to:

- encourage equality and diversity in the workplace as they are good practice and make business sense
- create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued

This commitment includes training managers and all other employees about their rights and responsibilities under the equality policy. Responsibilities include staff conducting themselves to help the organisation provide equal opportunities in employment, and prevent bullying, harassment, victimisation and unlawful discrimination

All staff should understand they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public

- take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, customers, suppliers, visitors, the public and any others in the course of the organisation's work activities

Such acts will be dealt with as misconduct under the organisation's grievance and/or disciplinary procedures, and any appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice

Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 – which is not limited to circumstances where harassment relates to a protected characteristic – is a criminal offence

- make opportunities for training, development and progress available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation
- decisions concerning staff being based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act)
- review employment practices and procedures when necessary to ensure fairness, and also update them and the policy to take account of changes in the law
- monitor the make-up of the workforce regarding information such as age, gender, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality and diversity, and in meeting the aims and commitments set out in the equality policy

Monitoring will also include assessing how the equality policy, and any sporting action plan, are working in practice, reviewing them annually, and considering and taking action to address any issues

Use of the organisation's grievance and/or disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

### 36. Covid-19.

Due care and diligence is taken to ensure all cleaning takes into account the high level required to ensure as best we can that surfaces, door handles and all such hand touched items are sanitized between guests. We ask that all guests adhere to any governmental guidelines issued.