



SERVICED APARTMENTS

TERMS and CONDITIONS

These terms and conditions govern all bookings made (whether through website, email, telephone or other means) with Wycrest Ltd t/a Queensgate Rentals whose office is at 18 Cookham Road Maidenhead SL6 8BD . And you as the person making the reservation (The Booker) and the occupier of the apartment (The Guest) You 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 and confirm you have authority to do so.

Booking

Any booking made by you shall be deemed to be an offer by you to occupy and rent the relevant apartment subject to these conditions. A contract between you and QUEENSGATE RENTALS shall only come into existence:

- if booking by telephone, once your Reservations Executive has confirmed acceptance of your payment details; or
- if booking by via our website or email and the requested apartment is available, once you receive confirmation by email of your booking with the relevant booking link.
- By receipt of a booking confirmation from QUEENSGATE RENTALS

At QUEENSGATE RENTALS owned apartments, non-corporate bookings will not be accepted from any paying guests under the age of 25. Proof of identification and date of birth may be requested at check-in. Should proof of identification and date of birth not be presented on request, QUEENSGATE RENTALS reserves the right to cancel the booking. Please check your details carefully before you book as incorrect or incomplete details may result in the booking being cancelled. Passport, visa and health requirements for you and your party are your responsibility. You are advised to ensure that you put in place appropriate travel insurance policies to cover cancellation, medical cover and cover for loss or damage to personal property during your stay. To confirm your booking QUEENSGATE RENTALS require a

completed booking form or a completed booking link via the internet. Telephone bookings are confirmed only when QUEENSGATE RENTALS has accepted the booking in writing or by email and has taken payment in full. Payment in full is required at the time of booking. Should payment not reach QUEENSGATE RENTALS within the required time QUEENSGATE RENTALS reserve the right to suspend or cancel any bookings made and any deposit paid may be forfeit. Any late payments will result in interest being charged on the sum due at a rate that is 4% above Bank of England base rate for the period concerned.

- Debit or Credit Card (Visa, MasterCard, Switch, Solo, Maestro, Delta). A transaction fee of 2.5% of the total amount payable is charged when paying by credit card .
- Company Cheque: Pounds sterling to Queensgate Rentals or Bank Transfer:

2 Rates

All apartment rates quoted are based on the rates prevailing at the time that a booking is confirmed . Once a booking has been confirmed QUEENSGATE RENTALS will not change the rate quoted unless you amend the booking but otherwise rates are subject to change without notice

3 Deposit

A deposit covering additional charges incurred during your current (or any future) stay with QUEENSGATE RENTALS , for breakages and damages may be taken at the time of booking. A deposit must be paid at the time of booking and this amount will be deducted from the final accommodation charges invoice). QUEENSGATE RENTALS reserves the right to deduct from the deposit without further notice, all amounts chargeable under these conditions, including, but not limited to, further accommodation charges.

Within one week of any deduction of any additional charges from a deposit, QUEENSGATE RENTALS will provide the booker by e-mail or otherwise with a breakdown of the issues and the applicable additional charges. If additional charges are taken from the deposit the remainder of the deposit will be refunded to the person who paid the deposit at the end of the guest's stay after an inspection of the apartment occupied and subject to settlement of all charges owing to QUEENSGATE RENTALS .

4 Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking to cover additional charges incurred during your current (or any future) stay with QUEENSGATE RENTALS , for breakages and damages. QUEENSGATE RENTALS may deduct from the debit/credit card the amounts of any additional charges incurred by the guest during their stay. The additional charges include:

- **Cleaning:** QUEENSGATE RENTALS expects the apartments to be left in a reasonable state on departure. It at QUEENSGATE RENTALS 's discretion, additional substantial cleaning is required on departure, the cost of this .cleaning will be charged as an additional charge as will specialist cleaning to an apartment and/or its contents where smoking has taken place in a smoke free building. All Queensgate Rentals Buildings are smoke free
- **Damages:** Damages to the apartment or contents caused by the guest must be

paid in full by the booker. In the event of any breakages or damage discovered after the guest vacates, QUEENSGATE RENTALS will notify the booker by e-mail within 1 week of the guest's departure, providing a detailed breakdown of the issues and the cost of rectifying them. Where possible, photographic evidence will also be supplied. Inventories and condition reports can be provided at the beginning and at the end of the accommodation period if required.

- Keys: QUEENSGATE RENTALS will issue the guest with sets of keys (as relevant) and extra keys are available on request. If the issued keys are not returned on departure a charge of up to £50 plus VAT will be made to the booker. If between the hours of 10 pm and 8 am a guest locks themselves out of the property and/or the apartment and requires assistance to re-enter the property and/or the apartment, QUEENSGATE RENTALS reserve the right to charge £50 plus VAT call out charge in addition to the charge for lost keys.
- Call Outs: If the emergency call out number is used to call out the apartment manager between the hours of 10 pm and 8 am for any purpose other than an emergency, QUEENSGATE RENTALS reserve the right to charge the booker a call out fee of £50 plus VAT.

Within one week of any deduction of any additional charges from a debit/credit card, QUEENSGATE RENTALS will provide the booker by e-mail or otherwise with a breakdown of the issues and the applicable additional charges. In relation to any additional charge payable, in the event that payment under a debit/credit card is declined, for any reason, or no card details are provided, QUEENSGATE RENTALS reserves the right to charge the booker or guest direct.

5 Arrivals and Departures

Apartments are available for occupation from 16:00 hours on the day of arrival to 10:00 hours on the day of departure. Any additional hours of occupation outside the available times in each period of 24 hours will be charged as one extra day unless otherwise agreed. Early check in/late check out cannot be guaranteed unless the booking is made from the night before arrival/for the night after departure. Key collection details will be provided to the booker prior to the check-in date.

6 Cancellations, Refunds and Amendments

Once a booking is accepted the full rental becomes payable. No refund for cancellations will be given unless QUEENSGATE RENTALS is able to relet for any of the period for which the booking has been made to a replacement customer.

Refunds will not be applicable for non-arrivals.

If you wish to cancel or amend an extended booking (see "Extensions" below), you will be liable to pay the total charges for the extended period in accordance with the scale above.

There will be no reduction for early departure but if you notify us of your early departure and we are able to find an alternative guest then you will be refunded. It is NOT our practice to take rent twice for the same property. If we can relet a property we will and we will refund the guest or the booker

7 Extensions

- If you wish to extend a stay, QUEENSGATE RENTALS requires notice in writing unless otherwise agreed. Please give as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change. Failure to give QUEENSGATE RENTALS notice in writing of an intention to extend a stay may result in your apartment being booked by another guest.
- Where notice of intention to extend your stay has been given, QUEENSGATE RENTALS 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 invoice for the requested extended period will be sent to the billing address provided at the time of booking and payment must be made by return.

8 Accommodation and Occupancy

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 (as opposed to a company) then by entering into this agreement the person is declaring that the apartment booked is not his / her principal place of residence. Bookers should note the following points about apartments:

- °apartments are individual and vary in style, size and layout so furnishing details are not uniformly standard. Although accommodation and location are confirmed in advance, the exact apartment cannot be guaranteed prior to arrival;
- The QUEENSGATE RENTALS website (and/or other means of promotion or advertising) may contain a plan of the layout of the apartment. The plan will only be a general representation of the accommodation. Actual unit size, design, fixtures, furnishings and facilities may vary from those shown on the plan;
- 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. If the number of people permitted to occupy an apartment is exceeded, QUEENSGATE RENTALS or the preferred supplier may refuse access to the accommodation.
- You and your party must comply with any rules and regulations set by QUEENSGATE RENTALS In any event we recommend that you take time to familiarize yourself with the safety procedures in the apartments, the building and local area, paying particular attention to fire evacuation details and security;
- Where internet or broadband connectivity is available, you agree to use such services in a responsible manner and not for any illegal purpose.
- QUEENSGATE RENTALS shall use reasonable endeavors to retain any items left in apartments for up to 3 month after the guest's departure date. Please email for enquiries relating to any lost items.
- The Guest must keep the apartment and all furniture fittings and effects in a good state and in no worse state than at the time of the start of the occupancy and in the same state of cleanliness as at the start of the

- occupancy
- The Booker and the Guest will be responsible for all and any damage caused in the apartment in any manner whatsoever and will pay compensation to QUEENSGATE RENTALS if as a result of such damage the apartment cannot be immediately re-occupied as a result of such damage the daily tariff shown on the booking form in respect of each day that the apartment cannot be occupied due to damage/cleaning requirement
- The Guest will not play loud music or hold parties and will allow quiet enjoyment of the block to other residents and will at all times be mindful of other residents
- The Guest will not keep any bicycle in the apartment

9 Restrictions In relation to QUEENSGATE RENTALS

the following restrictions apply as standard. Full details are available on request:

- **Smoking: QUEENSGATE RENTALS operates a non-smoking policy in all its apartments**
- **Pets: QUEENSGATE RENTALS regrets that pets are not allowed in the apartments.**
- **No Business may be operated from the apartments and the apartments shall not be used for any purpose that is contrary to English law.**
- **FAILURE TO OBSERVE ANY OF THESE RESTRICTIONS MAY RESULT IN YOUR IMMEDIATELY BEING ASKED TO VACATE THE PREMISES**

10 Liability

QUEENSGATE RENTALS is responsible for its own apartments, subject to these conditions. QUEENSGATE RENTALS is not responsible for the theft and/or damage of your personal belongings during your stay in any apartments booked. Therefore you are advised to ensure you have appropriate insurances in place.

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 QUEENSGATE RENTALS 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 QUEENSGATE RENTALS 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 QUEENSGATE RENTALS, or any liability that cannot by law be excluded. Subject to the paragraph above, QUEENSGATE RENTALS 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 or 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 QUEENSGATE RENTALS 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 QUEENSGATE RENTALS 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, QUEENSGATE RENTALS' 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 QUEENSGATE RENTALS under your booking. QUEENSGATE RENTALS 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 QUEENSGATE RENTALS 's negligence, or any other liability that by law cannot be excluded or restricted, QUEENSGATE RENTALS 's 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 QUEENSGATE RENTALS .

11 Services

QUEENSGATE RENTALS cannot guarantee, or be held responsible for any failure or interruption of, services to the apartment or the building, including electricity, air conditioning, 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. However, upon notification by a guest/booker, QUEENSGATE RENTALS will use its best endeavours to maintain and rectify (within a reasonable period of time) all services and issues (within reason) to QUEENSGATE RENTALS 's apartments

12 Feedback and Complaints

WYCFEST aims to deliver the best possible service, but in the unlikely event that you are dissatisfied with the service offered, you should notify QUEENSGATE RENTALS 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 apartment, you should notify the apartment manager as soon as possible in the first instance. If the problem cannot be resolved during your stay, you should write to Guest Services, at QUEENSGATE RENTALS , White Place, River Road , Taplow Bucks SL6 OBG 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.

13 General

QUEENSGATE RENTALS reserves the right to change these conditions from time to time. Should guests be in breach any of these conditions, QUEENSGATE RENTALS reserve 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. QUEENSGATE RENTALS shall at all times have the right to enter the property.

Wycrest Ltd T/A QUEENSGATE RENTALS