



## Frequently Asked Questions (FAQ)

### Apartment and stay information

# Waterloo Penthouse Apartment

**For information on how to use appliances, please refer to the information within the apartment.**

### **Please do not disturb Berkeley Residential Management (Office downstairs):**

**Please do not use or engage with the property management office of Berkeley Residential Management which is located on the ground floor. They are aware that this apartment is used as a holiday rental, but they are not contracted to serve the guests of the apartment at all. They are not in any way associated with Boutique London Lets. If you have any queries or concerns, please contact us directly (contact details in this document).**

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## Apartment amenities and usage instructions

### ***What furniture does the flat have, and are utensils and linen provided?***

The property is fully furnished and equipped. The kitchen is fully stocked with utensils, pots and pans; however, there will be no food on your arrival (due to health and safety reasons).

The living room has a dining table, six chairs and two two-seater sofas.

There are two bathrooms including an en-suite. There is one bath - in the main bathroom - and two showers.

**The apartment will be stocked with basics: coffee (instant), tea, sugar, milk pottles (UHT), oil, salt and pepper. The bathrooms will be stocked with soap, shower gel and toilet paper, and soaps for the washing machine (clothes) and dishwasher are provided also.**

**Standard household items include: coffee plunger, clothes iron and ironing board, hair dryer, and clothes drying horse.**

**All linen is provided including all bedding and blankets, and towels for the bathrooms.**

### ***Internet***

We provide complimentary wireless broadband Internet access, which has unlimited data, so please use this as much as you like. It is high speed at about 6-8Mb.

The access key is provided by the television. Just find the corresponding network and type in the wireless key as the password. If this access sign is missing, the network key and password can be found on the back of the black broadband modem.

**Unfortunately we cannot provide assistance with connecting your computer. We have thoroughly tested the connection process and it is very straightforward to use.**

### ***Telephone***

We provide active inbound phone lines to our apartments. For billing simplicity, we restrict outgoing calls to free numbers only. Examples of this are 0800 and 0845 numbers. You can also call the emergency services on 999 – for emergencies only.

For the phone number of the apartment please refer to the document located in the apartment. If you wish to make outgoing or international calls, we recommend you purchase a 'calling card'. These can be purchased from a range of shops including most convenience stores and news agents. Certain cards can provide very cheap local and/or international calls.

### ***Stereo***

The apartment has a stereo which can be connected to an iPod or MP3 player. We ask that you please respect the neighbours when listening to music.

### ***Heating – under floor heating.***

1. In hall cupboard turn "heat 1" and "heat 2" switches on. Heating will turn on automatically. Please do not adjust the settings otherwise.

2. If you need extra heat, press the “boost” button (top left button on the thermostat console in cupboard) to select “+1”, “+2”, or “+3” hours extra boost heating.
  - NB: Please do not re-program the console.
  - NB: if the batter symbol is flashing or console is blank, the battery is dead and needs to be replaced. Please contact us if this is the case.
  - NB: If some areas of the apartment are cold, the individual switches (located around the apartment low along the walls) might be turned off. There are individual switches in most areas. Ensure these are turned on.

### ***Showers:***

- There is limited hot water in the apartment. The showers might run cold if many people shower at the same time. The heater does respond fast though and should refill completely in 20-30 minutes of non-use.

It is very much appreciated if you can switch off the heating and hot water in both the cupboards before you depart. This not only allows us to keep our costs down and offer the apartment to the market at its current affordable price, it also helps save the environment.

### ***Beds available***

The Waterloo Penthouse Suite has one king bed, one double and three ‘foldaway’ beds, which are provided upon request of arrival.

If you are using the extra beds, these can be laid out anywhere you like in the apartment.

### ***Beds (Fold away) usage:***

If you have requested use of the fold away beds, these will be available for your use with bedding and linen provided. The beds are very simple to put out and can be used anywhere in the apartment, wherever is most suitable for your sleeping arrangements. Simply unclip the piece of plastic which holds the bed together, extend the legs until they are stable and place the mattress on top. If you are using the extra beds, these can be laid out anywhere you like in the apartment. One will always be laid out in the master bedroom. The other is folded away in the hallway cupboard for your use. The linen and towels are prepared for this and just need putting on the bed. These are kept in the master bedroom cupboard.

### ***Linen and Towels***

A full set of linen and towels are left for each guest. Please advise us if you wish to have the flat cleaned or the linen changed during your stay. We would be glad to arrange this for you, but please try and give us 48 hours notice. There is a complimentary clean at the end of your stay only.

For costs of this service see [Optional Extras](#) section below.

There is spare linen in the cupboard, but we ask that you refrain from using this unless necessary (and please inform us if you do use it so it can be re-stocked).

### ***The washing machine & dishwasher***

Please feel free to use the washing machine and dishwasher during your stay. You will find the washing powder stored in the cupboard below the sink. There is only a washing machine, no dryer.

We do have airing racks though in the cupboards to dry your clothes. There is also a Laundromat very close (in the same street) which provides both self service and service washes.

The tablets for the dishwasher are also in the same cupboard, below the kitchen sink.

### ***Cooker & cooking facilities***

Enjoy the use of the fully equipped oven, hob and cooking facilities during your stay. We ask that you are considerate with your cooking and refrain from cooking things which may cause the kitchen and other parts of the apartment to smell for future guests. Examples of this are fish; frying and cooking in fat and spicy foods.

We also ask that you leave all of the pots; pans; cooking utensils, and cooking surfaces in good order for future guests and that you wash up after yourself.

### ***Consumables & Toiletries***

If you run out of toilet paper in the bathrooms please feel free to help yourself to the supply stored in the kitchen cupboard, below the sink.

**The apartment will be stocked with basics: coffee (instant), tea, sugar, milk pottles (UHT), oil, salt and pepper. The bathrooms will be stocked with soap, shower gel and toilet paper, and soaps for the washing machine (clothes) and dishwasher are provided also.**

**Standard household items include: coffee plunger, clothes iron and ironing board, hair dryer, and clothes drying horse.**

**All linen is provided including all bedding and blankets, and towels for the bathrooms.**

### ***Rubbish***

Any normal refuse will be removed by the cleaners after your departure.

If you need to dispose of a bin bag during your stay, the bin store is situated at the rear of the building on the ground floor. When you come out of the lift, walk towards the rear door, but before you open the rear door, press the 'bell button' on your right, which opens the electric door behind the building marked 'residential refuse' (Sorry if this is a little confusing, but it will make sense when you see it!).

**Please do not leave rubbish by the bins or in the bins immediately outside the back door as these are for office usage and it is illegal to put rubbish there.**

### ***Wheelchair access***

We are very happy to accommodate any wheelchair users, and we will do our utmost to accommodate your needs. Please advise us as early as possible if any one of your party has special requirements.

The building does have an elevator able to accommodate a wheelchair however doorways, corridors and bathroom facilities might not be easy to navigate depending on ability.

***Repairs, breakages, and maintenance:***

We take great pride in the condition and high quality of the apartments. We have a strict maintenance regime, and respond to all repairs as soon as possible.

If you notice there is a maintenance requirement or repair during your stay, please inform us as soon as possible. We will attend to the issue promptly. We aim to hinder your stay as little as possible; and also have the apartment in top shape for the next guest.

**To notify us of any breakages, repairs or maintenance, please email us at the address below. Please put “MAINTENANCE” in the subject title and ensure to name which apartment and the nature of the problem. Email us at: [info@boutiquelondonlets.com](mailto:info@boutiquelondonlets.com)**

## Checkout & Luggage storage

### ***Check-out times:***

**Check –out time IS 10.00 am – no luggage storage available after departure.**

We ask that you vacate the apartment promptly as our cleaners will require the apartment empty in preparation for the next guest.

**Late check-out option: EXTRA PAYMENT REQUIRED (booked in advance).**

If you wish to check out **after 10.00am and before 6pm**, please advise us at the time of booking. **An additional charge of £75 applies.**

**If you desire to stay any later than 6pm, you will need to pay the full tariff for the next night.** We will strive to accommodate you subject to availability – must be booked in advance.

**Late check-outs must be approved & paid for at time of booking. We're unable to accommodate last minute late check-out requests. We're unable to store luggage after check-out.**

Please refer to the brochure for early check-in and late checkout charges or email bookings.

### ***Luggage storage (before or after stay):***

Unfortunately we provide no luggage storage service either before or after your stay. Due to the nature of the apartments, we have no access to communal areas or lobbies. Therefore we have no ability to store any of your luggage outside of your booked stay.

**There are no luggage storage facilities (before or after stay)**

### ***Luggage storage facility (separate company):***

There is a luggage storage service available in London and found at most of the major railway stations. Please free to make your own enquiries. They can be contacted on:

**Excess Baggage Company**

Platform 12 - Paddington

Praed Street, London W2 1HS

Tel: 020 7262 0344

Fax: 020 7402 3012

Email: [left.luggage@excess-baggage.com](mailto:left.luggage@excess-baggage.com)

## Departure – key drop-off

### ***Departure:***

<b>Checkout time is 10.00am. You may not check-out late unless previously arranged.</b>
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Upon departure, please ensure all windows in the apartment are closed and all electrical items are switched off.

When you leave, please ensure that both the apartment and the building front doors are firmly locked.

Ensure that you leave BOTH sets of keys in the designated areas, so that they can be easily found by the housekeeping team.

Please leave the main set of keys (set 1) as designated. There will be a sign in the apartment explaining where to leave them (found on the back of the front door). The location depends on whether you need the keys to exit the apartment (some front doors require the keys to shut them).

Please return the second spare set of keys (Set 2) to where you found them. There will be a sign in the apartment explaining this.

<b>On departure:</b>
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<b>(1) Please ensure you leave the apartment before 10am (unless previously arranged).</b>
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<b>(2) Leave BOTH sets of keys in the designated locations as described by the sign on the back of the apartment front door.</b>
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### ***Lost keys:***

For security reasons, lost keys result in a £150.00 charge to cover the cost of replacing the locks to the apartment.



## Optional Extras

We offer a range of optional services to make your stay more enjoyable and convenient.

### ***Out of hour's arrival:***

For your convenience key delivery and pick-up is a personalised service. Between 5am-10pm (Mon – Sun) this is complimentary, there is a small charge out of these hours of **£50**. Please advise us of your arrival time on booking (can be paid afterward if unsure).

### ***House-keeping services:***

Guests can request to have the apartment cleaned and all linen changed during their stay. Please allow **48hrs notice** to arrange: **£50**

### ***Cot for baby:***

A high quality fold-out cot for your baby is provided. Please make arrangements and take your own linen and blankets along. The cost for the baby cot is **£5 per night**

### ***Fold-out beds (for existing and extra guests):***

There is a very comfortable sofa bed in the living room. Please advise us in advance if you wish to use this. An **extra charge of £20 per person per night applies**. This includes the bedding and towels.

### ***Early check-in or late check-out:***

Later check-outs or earlier check-ins can be arranged subject to availability. See below for details. There is a partial stay fee applicable of **£75 per request**.

**Please notify us if you need any of these services in advance.**

**Prices are subject to change**

## Maintenance and repairs

We take great pride in the condition and high quality of the apartments. We have a strict maintenance regime, and respond to all repairs as soon as possible.

If you notice there is a maintenance requirement or repair during your stay, please inform us as soon as possible. We will attend to the issue promptly. We aim to hinder your stay as little as possible; and also have the apartment in top shape for the next guest.

**To notify us of any breakages, repairs or maintenance, please email us at the address below. Please put "MAINTENANCE" in the subject title and ensure to name which apartment and the nature of the problem. Email us at: [info@boutiquelondonlets.com](mailto:info@boutiquelondonlets.com)**

## Getting to the airports from the apartment

There is an excellent website called "Transport for London" which gives you all the information on travelling to/from an airport. Please have a look at this link:

<http://www.tfl.gov.uk/gettingaround/2558.aspx>

For greater local detail, please refer to *Google Maps UK* ([www.maps.google.co.uk](http://www.maps.google.co.uk)) and enter in the apartment's postcode (above)

Alternatively, if you would like to travel by taxi, you can either hail a Black Cab on the street; or if you wish to pre-book you can use the taxi company below.

## Taxis, Cars & Parking

### ***Taxi:***

Waterloo Car Hire is a reputable firm based near Waterloo and is available to pre-book or call at time of need. Maximum waiting times should not exceed ten minutes from your apartment.

***Waterloo Car Hire (taxi)***  
229 Southwark Bridge Road  
London  
SE1 6NP  
**+ 44 (0)20 7407 3456**

If you would like an additional service such as airport transfer then please arrange this yourself by calling them on +44 (0)20 7407 3456, quoting **Boutique London Lets** and **stating the address or name of the apartment** along with the nature of the extra service desired and they will be happy to assist you.

### ***Car hire:***

There are numerous car hire companies located around London. Whilst we can't personally recommend any as particularly better than others, we can give you some advice about local ones.

SIXT Rental Cars is located very near to Victoria Station. They hire a wide range of vehicles for competitive rates. Be aware though that if you hire a car from Central London, you will also have to pay the daily £10 congestion charge.

#### ***SIXT rental cars:***

**Location:** Victoria Station, NCP Car Park, Eccles ton Bridge, London, SW1W 9SJ

**Phone:** 0207 828 4099

**Web:** [www.sixt.co.uk](http://www.sixt.co.uk)

### ***Streetcar car hire:***

If you want a car quickly and often, there is a fantastic car hire company called Streetcar ([Streetcar.co.uk](http://Streetcar.co.uk)). Streetcar has cars parked in a dense network of dedicated spaces across London and several other UK cities, typically within a few minutes' walk of your apartment, and from

virtually anywhere in Central London. You can use one for as little as 30 minutes or as long as 6 months. You do not have to pay for fuel and the congestion charge is shared. They are reserved online or by phone, and can be collected and returned 24/7 using one of our high-tech smartcards. You usually have to pay a joining fee, but please enquire directly if you are interested.

**Streetcar:**

**Location:** everywhere booked online or over the phone.

**Web:** [www.streetcar.co.uk](http://www.streetcar.co.uk)

**Email:** [services@streetcar.co.uk](mailto:services@streetcar.co.uk)

**Ph:** 0203 00 47811

***Parking:***

There is no available parking specific to your apartment. It is typically very expensive and difficult to park in Central London.

You are able to park on the street, but be careful to pay attention to the various parking restrictions and zones. The different zones are explained by the street signs nearby. You can often park on single-yellow-lines after 6.30pm on weekdays and on the weekends; but make sure you check the specific signs before you do this.

The London parking attendants are very vigilant, and parking tickets are typically minimum £60, so don't risk a parking fine!

There is an excellent website which can help you with your parking needs. It has information on all official and private parking spaces in London. Go to: <http://en.parkopedia.co.uk/parking/london/>

***Congestion Charge ©***

London has a congestion-charging zone Monday – Friday 7am – 6pm. The St. James's Apartment is within this zone, as is most of Central London. If you drive or park a car in this zone between these times, you will need to pay £10.00.

You will need to pay this ON THE SAME DAY that you enter the zone; otherwise they introduce a penalty fee. You can pay this charge either at a petrol station or convenience store; or online at [www.tfl.gov.uk/roadusers/congestioncharging/](http://www.tfl.gov.uk/roadusers/congestioncharging/)

## Public Transport

### ***Travel information Hotline:***

London has fantastic public transport, and also a fantastic transport information helpline. This is a free service provided by Transport for London (TFL) who manages all of the public transport across London.

This is an exceptionally useful service. We recommend that you use this if you are ever in doubt. They are open 24 hours and even give advice and contact details for taxis.

<p><b>Travel information helpline</b> Their number is: 0207 222 1234. Website: <a href="http://www.tfl.gov.uk">www.tfl.gov.uk</a></p>
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There is a **TUBE MAP** at the end of this document (please do not remove this map). We are nearest to Waterloo or Lambeth North Tube stations. **We recommend picking up a free tube map from any station.**

### ***Buses:***

The signs at the bus stops are very informative and provide very clear guides to the bus numbers and their times and routes. 'Night buses' operate all through the night, but offer less routes and are less frequent.

### ***Tube stations (subway):***

The closest station to the Waterloo Penthouse Apartment is Lambeth North, a five minute walk from the apartment. To access the station, turn left out of the building and turn left again onto Morley Street, right onto Frazier Street, Left onto Bayle's Street and you will see the station on your left hand side.

Waterloo is a slightly longer but easier journey straight up Waterloo Road and on your left hand side.

### ***Oyster Card - Getting around on public transport***

If you intend to use public transport at all, we recommend getting an Oyster card. This is a card that you can top-up with money, which can be used on all London, trains, buses and tubes. It is a very easy and convenient system.



You can either buy a daily, weekend, or weekly travel pass – which allows you unlimited travel for the period – or just pay-as-you-go.

Oyster cards can be purchased from all Underground stations (£3.00 deposit required) and topped up at all stations and many convenience stores displaying the blue oyster banner.

## Local attractions

There are too many to mention, although we highly recommend taking a stroll both east and west along the Southbank, with its vast array of festival halls, art galleries and historic buildings.

**If you like theatre**, then the Old Vic is just two minutes walk from the apartment on Waterloo Road and has some great productions, and is famous for its resident director – Kevin Spacey, who also lives nearby!! The Young Vic, just round the corner, shows very cutting edge with many up and coming new actors.

For a rich selection of excellent restaurants please visit [www.toptable.com](http://www.toptable.com) as there are simply too many wonderful places to eat to detail here.

**However, for fantastic local Gastro-Pub cuisine, checkout the Anchor and Hope, which is located at 36, The Cut, SE1, approx. five minute walk. The food in here is great, and it is first come first serve and tables do go quick! To check serving times, you can call +44 (0) 20 7928 9898.**



**And some more:**

- The London Eye (aka the Millennium Wheel) - the most successful tourist attraction in the UK!
- The Southbank - a cluster of Music Halls, Theatres and Art Galleries all situated on the Riverside including: The National Theatre, The Royal Festival Hall, The National Film Theatre and The Queen Elizabeth Hall
- The Design Museum
- The Globe, a replica of William Shakespeare's famous play house.
- Trafalgar Square - Just across the river, but still within walking distance
- Big Ben and The Houses of Parliament - Just across the river too, but still within walking distance!

Hyde Park, Piccadilly Circus, Soho, The British Museum, the Science Museum and The West End are all within a short tube journey away.

We recommend using a 'London A-Z' map on your stay. And check out our website for more travel ideas and tips: [www.boutiquelondonlets.com](http://www.boutiquelondonlets.com)

Please refer to the following section "*websites to help you with your stay*" in this FAQ for a comprehensive list of helpful websites, information and guide portals.

## Specials and discounts

Stay on top of our great specials and discounts. We would love to have you stay with us again!

### ***5% Loyalty Reward:***

For any returning guest, we offer a 5% loyalty discount. This is on top of any other seasonal discount running at the time. We would love to have you back, so please either contact us directly for another booking in the future, book on our website ([www.boutiquelondonlets.com](http://www.boutiquelondonlets.com)), or contact us through the usual holiday lettings portals.

### ***Seasonal specials:***

We are constantly having seasonal specials and discounts, so keep checking in on our website for the latest deals: [www.boutiquelondonlets.com](http://www.boutiquelondonlets.com)

## Websites to help you with your stay

There are hundreds of great websites that will help you get maximum enjoyment and use out of your apartment, travel and London itself, here are just a few:

### ***Getting around***

#### ***Transport for London – Journey Planner:***

A great website which helps you with all forms of transport within London. Includes taxis, trains, airport transport, local busses, pricings and tickets. This is an essential website for making your travel easy!  
[www.journeyplanner.tfl.gov.uk/](http://www.journeyplanner.tfl.gov.uk/)

#### ***Transport for London - Airport transport***

Essential information for how to get to and from the airports, including prices.  
<http://www.tfl.gov.uk/gettingaround/2558.aspx>

#### ***Google Maps***

This is an essential tool for finding your way around London. Enter your area code and away you go!  
[www.maps.google.co.uk](http://www.maps.google.co.uk)

### ***Entertainment***

#### ***Time out – London***

Want things to do and see? Time out is a comprehensive website listing all the great things to do in London (generally) and the upcoming diary of events – and more! Also includes restaurant reviews.  
[www.timeout.com/london/](http://www.timeout.com/london/)

#### ***Restaurants and eateries***

This website provides a comprehensive list of restaurants and eateries in London. Search by area, price or style. Read user reviews and ratings.  
[www.london-eating.co.uk/](http://www.london-eating.co.uk/)

### ***General***

#### ***BBC weather:***

Track the weather in London and UK.  
[www.bbc.co.uk/london/weather](http://www.bbc.co.uk/london/weather)

#### ***BBC News - London***

Latest London news and events from BBC. Includes TV listings and sport.  
[www.bbc.co.uk/london](http://www.bbc.co.uk/london)

### ***Going out – Pubs, Bars and clubs***

This website provides a comprehensive list of all the bars, pubs and clubs that London offers including user reviews and photos.  
[www.viewlondon.co.uk/](http://www.viewlondon.co.uk/)

### ***Theatre, tours and cinema:***

London is famous for the dozens of plays and musicals it stages at any one time. This Website provides comprehensive listing, reviews and ticket sales information.  
<http://www.officiallondontheatre.co.uk/>

#### ***Cinemas and movie listings***

London is one of the greatest cities for movies and cinemas. This is a comprehensive guide to London cinemas - film listings and times for all cinemas in Greater London  
[www.viewlondon.co.uk/cinemas.aspx](http://www.viewlondon.co.uk/cinemas.aspx)

#### ***Walking tours***

London is awash with history, mystery architectural wonders and more. Take a (often very cheap) guided tour and see it all!  
[www.londonwalks.com](http://www.londonwalks.com)

### ***Taxi Service***

#### ***Waterloo Car Hire***

229 Southwark Bridge Road  
London  
SE1 6NP  
**+44 (0)20 7407 3456**



# Terms and conditions

## Terms and Booking Conditions 2010

### 1 Contract Hire

The Contract of Hire will be between the company (the Company) of the property and you the customer (the Guest). Boutique London Lets (the Company) act as principles of the property.

#### 1 Agreement

1.1 These Terms and Booking Conditions are available on the website and are issued with the Confirmation Invoice. The making of a booking will form an agreement on these Terms and Conditions (the 'Agreement') between the Guest and the Company for the holiday rental of the property described in the Confirmation Invoice or as otherwise agreed in writing by The Company and the Guest (the 'Accommodation').

1.2 The Company permits the Guest to occupy the Accommodation for the period shown in the Confirmation Invoice ("Holiday Period") together with the use of the furniture, fixtures and effects. It excludes any rights of tenancy.

1.3 The Guest will be responsible for all payments and for any damage whether caused by the Guest or his or her party. References to 'party' in these Terms and Conditions will include the Guest's family, servants, agents or guests. The Guest agrees to make his or her party aware of these terms and conditions"

1.4 The Confirmation Invoice will show the holiday price at the time of booking. The holiday price is set at the time of booking and shall not change. Prices may vary for the same apartments for that period (special offers, price increases or decreases and last minute deals etc), however these do not affect the agreed price of the Confirmation Invoice or any aspects of the Agreement. Should the Guest choose not to continue with their booking, the guest may cancel as per the Cancellation conditions.

### 2 Security Deposit

A security deposit of £200 is required with your balance of hire. This will be held against your debit or credit card and will be held for up to 14 days after your departure from your holiday accommodation. We will claim against the security deposit for the repair or replacement of any breakages, losses or damage to the property or contents (fair wear and tear excepted as we do understand that sometimes minor accidents do happen). If you have any breakages, please let us know as soon as possible so that we can make any necessary replacements for the benefit of subsequent guests. Please note that damages and losses are not limited to the security deposit and any costs in excess of this amount will be invoiced and payable in full without delay. The security deposit will also be used to cover any additional costs of cleaning if the property is left dirty or if vacated later than the stated time on the day of departure.

### 3 Deposit

A deposit of 20% of the total value is required to secure a booking. This applies to all bookings. The booking is secured once the Company successfully charges the nominated credit/debit card. The remaining 80% of the outstanding balance due will be taken from your credit card 14 days prior to arrival.

For bookings created within 14 days of the intended date of arrival, then full payment is required at time of booking.

### 4 Payment

All payments can only be accepted in Pounds Sterling using the Google Checkout online secure payment system. We do not accept any other form of payment.

### 5 Final Payment

The full balance of the total holiday cost (including any increase following a revision of prices in accordance with clause 1.4) will be payable not later than 2 weeks before the holiday begins. If the full balance is not paid on time the Company shall notify the Guest of this breach and the Guest will have 5 working days to remedy the breach. If the breach is still not remedied, the Company reserves the right to cancel the holiday booking, and shall retain the deposit as compensation for the damages and any other costs that it suffers under general principles of English contract law.

### 6 Cancellation

Cancellation within 2 weeks of your holiday will forfeit the full hire amount paid (or due). Cancellation prior to 2 weeks, the full 20% deposit shall be paid (retained) to cover administration and re-letting costs.

### 7 Right To Refuse/Alter

7.1 The Company reserves the right to refuse any booking.

7.2 The Company reserves the right to cancel or alter arrangements made for the Guest whether before or during the relevant visit (a) in any circumstance which arises from or is attributable to acts, events, omissions or accidents beyond the reasonable control of the Company or Owner or (b) where in the reasonable opinion of the Owner deems it is necessary to perform or complete essential remedial or refurbishment works.

7.3 If a booking has to be cancelled by the Company or Owner, it will take reasonable steps to offer an alternative booking. If the Company is not able to offer such an alternative or the Guest does not accept the alternative offered or the altered holiday arrangements (as the case may be), the Company or Owner will return to the Guest the relevant proportion of the money paid by the Guest in respect of the Accommodation and will not otherwise be liable for any loss caused by cancellation or alteration if it arises out of circumstances beyond its control.

7.4 Where 7.2 (b) applies the Company shall offer the Guest a property in the same or a higher price band (at no additional cost) or in a lower band (where the difference will be reimbursed).

### 8 Change of Booking

There will be a fee of £50.00 (fifty pounds) for any transferred booking. A transferred booking is from one property to another, a change in the Visitor, or from one date to another. If the transfer requested also involves reducing the length of the holiday, it will be regarded as a cancellation.

### 9 Guest Accommodation Limitation

Occupation must be limited to the maximum number of persons agreed and paid for as stated in the Agreement (extra charges apply for larger groups for the preparation and bedding and linen provided for them).

### 10 Joint Bookings

The booking should be made in one name only and that person (the Guest) shall not, without the written consent of the Company, assign the booking.

### 11 Services

Unless otherwise stated in writing, the holiday price will include all charges for water, gas, electricity, or oil. Guests must comply with reasonable usage and may be charged if excessive energy is consumed during their stay (i.e. Excessive heating whilst leaving doors and windows open).

### 12 Loss of Guest Property

12.1 Except as indicated below, the Company or the Owner cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guest or members of his or her party during their stay at the Accommodation. The Company or the Owner excludes liability for loss or damage to any belongings, or for death or injury sustained to the Guest or members of his or her party during their stay at the Accommodation except to the extent that such injury or loss or damage to any belongings is caused by the negligence or default or breach of the Company or Owner.

12.2 The Guest shall be liable for and indemnify the Company or Owner against any liabilities, damages, claims, costs, losses (whether direct or indirect and including loss of profits) and expenses incurred or paid by the Company arising from the Guest's use or occupation of the Accommodation which arise from any breach by the Guest of his or her obligations under the Agreement or from any negligence or wilful default of the Guest and/or the Guest's party.

### 13 Pets

No domestic pets are allowed - guide dogs for the blind and hearing dogs for profoundly deaf people are excepted. Bookings that include dogs are done so on the understanding that all flea, worming treatments and vaccinations are up to date and on the condition that they are not allowed on the furniture, and especially the beds, nor left unattended in the accommodation. There must be no evidence that a pet has been at the property upon departure.

### 14 Right of Entry

The Company or the Owner and/or its agents reserve the right to enter the Accommodation at any reasonable time for reasonable cause. This includes the undertaking of unforeseen (internal and external) remedial repairs together with any annual external re-decoration for which access to the inside of the Accommodation may be required. External windows and doors may be opened during this process.

### 15 Guest Obligations

15.1 The Guest undertakes to keep the Accommodation and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to the Company or Owners the value of any part of the Accommodation, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible.

15.2 The Guest must allow the Company or Owner and/or its agents to enter the Accommodation to inspect the state of it, on reasonable notice, save in emergency when immediate access must be granted.

15.3 The Guest must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or the Company or to any neighbours.

15.4 The Guest and his or her party must comply with any reasonable regulations relating to the Accommodation of which the Guest has written notice. Such regulations will be found in the welcome folder in the Accommodation, typical examples would include any local conditions regarding parking, waste disposal, recycling etc.

15.5 Smoking is not permitted in any part of the Accommodation and the Guest and any member of his or her party undertakes not to smoke inside the Accommodation.

### **16 Property Cleanliness**

The Guest agrees to ensure that the Accommodation is left reasonably clean and tidy. The Guest agrees to pay an additional reasonable charge to cover the expense of additional, unusual cleaning required because the Guest fails to comply with this clause.

### **17 Family Occupation**

17.1 The Accommodation shall be for family use only, and by exception some social-groups (friends etc.). The Accommodation shall not be used for youth groups or other groups or student parties.

17.2 The Agreement is personal to the Guest. The Guest must not use the Accommodation except for the purpose of a holiday by the Guest and the Guest's party during the Holiday Period, and not for any other purpose or longer period.

17.3 The maximum occupancy of the Accommodation shall not be exceeded. If the Guest wishes to hold any function or celebrations exceeding this limit it must first obtain the written permission of the Company and/or Owner. If permission is granted, an additional charge will be levied.

### **18 Advance Bookings**

All properties can be booked well in advance. It is advisable to book early to avoid disappointment, particularly over school holiday periods, major events and public holidays.

### **19 Comments/Complaints**

Every reasonable care will be taken to ensure that the Accommodation is presented to Guests to a high standard. Should the Guest find on arrival that there is a problem, or cause for complaint, the Guest should immediately contact the Company's representative. Reasonable steps will then be taken to assist the Guest. The Company will not normally make any refunds in respect of complaints made after the Guest's departure from the Accommodation if the Guest did not make the complaint or the problem known to the local contact during the holiday. If the Guest wishes to comment on his or her stay a comment/suggestion form may be completed and left in the Accommodation, or alternatively emailed to the Company directly. All complaints made after the Guest's departure must be made in writing and emailed to the Company and received no later than 14 days after the date of departure.

### **20 Arrival and Departure Times**

20.1 Adherence to the arrival and departure times forms part of the Agreement and any stay that extends over this period will be subject to a charge being made for additional days. Arrival time is after 2.30pm on the first day of the holiday and Departure time is before 10.00am on the last day of the holiday or as advised separately by the Owner. Early arrivals and late departures can be arranged, but these are a paid service and must be arranged and paid for at the time of the booking. No last minute amendments to these times can be made.

20.2 The Guest will be issued with a set of keys to the Accommodation on the first day of the Holiday Period and the Guest must return them on the last day of the Holiday Period or the date of departure, if earlier. Failure to do so will incur the cost of a replacement set. The keys are to be returned as per the requirements as stated in the welcome folder within the Accommodation.

### **21 Right to Evict**

The Company or Owner and /or its agents reserves the right to ask the Guest and his or her party to leave the property (without compensation being payable to the Guest or any member of his or her party) if this is deemed necessary by the Company and / or its agents where if there is a serious breach by the Guest of the Agreement or their behaviour is such as to endanger the safety of the property or staff. If any complaints are made of anti-social behaviour or unreasonable breakages or damage occurs or smoking restrictions are not observed we shall give the Guest an opportunity to rectify the breach and failure to do so shall entitle the Company or agents to terminate the agreement.

### **22 Notices**

Notices shall be sufficiently served if sent by email or facsimile transmission to the address appearing in the Confirmation Invoice or such other address as each party may from time to time have communicated in writing to the other. Any notice to be served on the Guest under the Agreement may be given during the Holiday Period by delivery under the front door of the Accommodation and shall be deemed to have been received upon the expiration of 24 hours after service; or via email using the address which had been used to book the Accommodation and shall be deemed to have been received upon the expiration 72 hours after service.

### **23 Severance**

If any provision of this Agreement is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions and the remainder of the provision in question shall not be affected.

### **24 Rights of Third Parties**

The Contracts (Rights of Third Parties) Act 1999 might give rights to third parties who are not parties to this contract. The parties agree that this will not apply and that, subject to clause 1.3, only those signing the contract shall have rights and obligations under it.

### **25 Headings**

The headings in this document are included only for convenience, and do not affect the meaning of the clauses to which they relate.

### **26 No Tenancy**

The Agreement is for the Holiday Period and is not intended to create the relationship of Landlord and Tenant between the Guest and the Owner or Company. The Guest shall not be entitled to a tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or upon termination of the Agreement.

### **27 Governing Law**

The construction, validity and performance of the Agreement shall be governed by the law of England and Wales, and both parties submit to the non-exclusive jurisdiction of the UK Courts.

### **28 Our Details**

Whilst we endeavour to make our details accurate and reliable, if there is any point which is of particular importance to you, please contact the office and we will be pleased to check information. The mention of any appliance and/or services in these particulars does not imply that they are in full and efficient working order.

## Further information

### ***Emergency contact numbers:***

**If there is a general and serious emergency (fire, ambulance, police) phone:**

**Call: 999**

**If you smell gas (emergency): 0800 111 999**

### ***General issues:***

Please call Boutique London Lets if you require assistance. We ask you to remember though that this is not a hotel, and ask that you consider this when evaluating your 'immediate' needs.

Your contacts are either Ian or Derek:

***Email:***

boutiquelondonlets@gmail.com

***Phone:***

+44 (0) 845 680 0 679

Please **call only** during **UK business hours** unless of a serious nature. We shall endeavour to respond to all emails within 24 hours.

Thank you and enjoy your stay,

Your *Boutique London Lets* team

