

The Victoria general apartment

Frequently Asked Questions (FAQ)

No smoking: There is NO SMOKING inside the apartment. We also ask that you respect the neighbours and refrain from smoking directly outside the apartment block.

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Apartment amenities & usage instructions

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

The property is fully furnished and equipped. The kitchen is 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 lounge seating. There are two full bathrooms, complete with showers.

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

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

All linen is provided, including all bedding and blankets, and towels.

Internet

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

To access the internet, please search for available WiFi networks and select the appropriate one for the apartment. NOTE: the internet WiFi key (WEP/WPA) can be found in the apartment either within this information folder or beside the 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.

The phone number of the apartment is listed below. 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 cars can provide very cheap local and/or international calls. There is no charge for use of the apartment phone for free phone numbers.

You will find the apartment phone number on a separate page within this folder

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.

Hot water and heating

The hot water and heating is controlled by a combination gas boiler. This heats the water as and when it is needed. It does not run out of hot water. You shouldn't need to alter the settings on the boiler.

- Boiler is in the kitchen cupboard by the window/sink. On the panel are 3 rotary switches
- First from the left is for to select heat of water
- Middle dial has 3 options:
 - to warm only water
 - OFF/RESET
 - To warm water plus radiators
- Third dial is to select heat level of the radiators

Each room has individual radiator which has rotary knob on the side to choose level of heat.

Beds available

The apartment has two double-sized beds (one in each bedroom), as well as a sofa bed in the living room, which can be opened into an effective third double bed. A cot (for a baby) is also available on request.

Sofa Bed (Fold away) usage:

If you have requested use of the sofa bed, the bed will either be made for you or the linen will be provided, ready to be made as required. It is the sofa along the side wall. It is a standard metal frame sofa bed.

To open the sofa bed, remove the cushions, fold up-and out the metal leg strut, and then pull the bed out from the base of the sofa. Then straighten the remaining leg strut and unfurl the bed so it lies flat. Ensure that the leg struts are securely positioned at right-angles to base. The mattress is already attached.

To close the sofa bed, do this operation in reverse.

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 hour 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 dryer during your stay. You will find the washing powder and all other relevant products stored under the kitchen cupboard.

The washing machine instructions:

- The main switch is located on the back wall, behind the microwave and another switch inside the bottom kitchen cupboard, adjacent to the oven. It is the first switch from the right.
- There are 3 rotary knobs, all of which must be pressed to be turned.
- First, choose the appropriate wash cycle.
- Then, choose the drying time and heat.
- Finally, press the “start” button and the cycle will get going.

The dishwasher instructions:

- Open the dishwasher, and you’ll find that on the inside at the top of the door, there is a control panel. Press the “ON/OFF” button
- Choose desired program of washing
- Place the dishwasher tablet in its appropriate spot
- Once the door is closed, the cycle will automatically start.

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 include, but are not limited to, fish, spicy foods, and frying and cooking items in fat.

The electric cooking hob is touch sensitive and simple to use. Please just press down gently on the on button and then press gently for each corresponding ring to adjust the heat(0-9). Please do not forget to press the off button when finished.

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.

Hob

The hob is a classic with four hotplates. The main switch is located under the bottom kitchen cupboard, adjacent to the oven.

Oven

Instructions to use fan forced electric oven:

1. The main switch will be on the back wall, behind the microwave. It's the 3rd switch from the left.
2. Choose the type of cooking that you'd like to do. This will be the 2nd switch from the right.
3. Finally, set the temperature. This will be the first knob from the right.

Other items:

The switches for the **bathroom fans** are connected with the light switch. They turn on and off automatically.

The **fuse box** is located in the hallway between the kitchen and the apartment front door.

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.

The apartment will be stocked with basics: coffee (instant), tea, sugar, milk potties (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

The cleaners will remove any normal refuse after your departure. However, if you need to dispose of rubbish during your stay, please follow these instructions. Please do not leave rubbish anywhere other than the official place.

- when you enter from the street to the building area on your left hand side is black door which has note – Refuse room
- black bags must be inside black containers

Wheelchair access

The building is on multiple levels and does not have lift access. As a result, it is unlikely that this building would suit wheelchair-bound guests.

Please contact us if you need any specific assistance or advice regarding access.

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 are unable to store luggage after check-out.

Please refer to the brochure for late checkout charges or e-mail bookings.

Luggage storage (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

Departure – key drop-off

Departure:

Checkout time is 10.00am. You may not check-out late unless previously arranged.

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.

When you depart the apartment please ensure that one set of keys is left in the apartment on the dining table and the other set is returned to the key box opposite the flat door by following the same procedure as when you arrived at the apartment.

To open key box: Pull off the black rubber cover. Pull down the black lever button in the middle of the key pad to clear the settings. Enter in the following order **2-3-5-7-8-B** and then press the top silver button to remove the metallic key cover. Once you place the keys back, please replace the metallic key cover by following the same instructions that you did to open. Key cover as the top silver button must be pressed down to replace the cover. Please cover the key pad with the black rubber cover. If the silver button does not release please repeat the process and ensure the settings are reset by pressing the black lever button down in the middle of the panel.

Ensure that you leave BOTH sets of keys in the designated areas.

On departure:

- (1) Please ensure you leave the apartment before 10.00am (unless previously PAID FOR).**
- (2) Leave BOTH sets of keys in the designated locations as stated above.**

Guest keys – two sets available:

The first set of keys will be picked up from a secure box in the main entrance, code will be provided. There is a second set of keys for use during your stay, which can be found on top of the dining room table. Please ensure that you return the keys to this position prior to your departure.

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.

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 available. Please make arrangements for blankets and linen. The baby cot is charged at **£5 per night**.

Early check-in or late check-out:

Later check-outs or earlier check-ins can be arranged subject to availability. 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

Airports - Getting to & from the apartment

How do I get from the apartment to the airports?

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>

We have provided some basic information below to help you.

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

Taxis, Cars & Parking

Taxi recommendation:

Chauffeur Centre is a reputable firm based near you and is available to pre-book or call at time of need. They offer great service and competitive prices.

Chauffeur Centre (minicab)

Chauffeur Centre Ltd
10 - 16 Tiller Road
London
Call: 0207 858 7999

If you would like an additional service such as airport transfer then please arrange this yourself by calling them on **0207 858 7999**, or if you are overseas **+44 207 858 7999** 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.

See above section for **airport taxi transfer** information.

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

Streetcar car hire:

If you want a car quickly and often, there is a fantastic car hire company called Streetcar (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

Email: 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 Grosvenor Blue Apartment is within this zone. If you drive or park a car in the Congestion Charge 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/

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>Travel information helpline Their number is: 0207 222 1234. Website: www.tfl.gov.uk</p>

General:

There is a **TUBE MAP** at the end of this document (please do not remove this map). The apartment is nearest to Victoria (Bus, Tube and train station), Westminster, or St. James's Park 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 fewer routes and are less frequent.

There are numerous bus stops close to the Victoria Blue Apartment. However, it is best to simply walk to the main bus depot which is found within the Victoria Station forecourt. Busses from here supply most of London.

Tube stations (subway):

The closest station to the Victoria Blue Apartment is Victoria Station, only 100 metres away.

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.



Local attractions

There are too many to mention but The Tate Britain, one of the UK's grandest art galleries and museums is about a 10-15 minute walk away, and situated on the banks of the River Thames. Map attached.

The Houses of Parliament and Westminster Abbey is also just a 5-10 minute (900 metres) picturesque walk away.

The beautiful St James' Park, stately Buckingham Palace, the iconic London Eye; and Southbank are all just 12-15 minutes (1.6 km) walk away.

For a rich selection of excellent restaurants please visit www.toptable.com as there are simply many wonderful places to eat to detail here.

However, if you fancy a fascinating glimpse of London history, try the Regency café, which is a pleasant 15 minute walk from your apartment. It's on the Corner of Regency and Page Street, so check it out. This is a traditional English Greasy Spoon serving Full English Breakfasts and cups of tea all day to the locals. It is steeped in history and has appeared in numerous films.



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

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), 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

Apartment payment and booking details

For current and future reference, here are our payment and cancellation procedures and policies.

Deposit Payment:

To secure your booking we need to have received your booking deposit. This is 20% of the total price if you booked well in advance. Or the full payment is required if you are arriving within 14 days of the booking date.

Please ensure that this payment has been made in order to secure your booking.

Please note: If you are a last-minute booking, then full payment will be taken on booking.

Full Payment:

The outstanding balance (usually 80%) of your tariff **must be paid TWO weeks prior to arriving** at the apartment. You **may be liable for a £40 late payment fee and/or cancellation of their booking** if full payment is not received before this time.

If using Google Checkout:

A *Google Checkout* invoice for this amount will be emailed to you shortly. This invoice might sometimes be filtered into your junk mail. If you don't receive this invoice within 2 hours, please check your junk mail account. Please pay this invoice 14 days prior to arrival.

If paying direct using your credit card:

We will automatically debit your card (the one you provided already) for the remaining balance 14 days prior to arrival. Please ensure that your card is active and has sufficient credit for this payment.

*****Full payment is required TWO WEEKS (14 days) before arrival*****

Cancellation and refund policy:

On booking an apartment, the 20% booking deposit is non-refundable.

The 80% full balance payment is due **TWO WEEKS** before arrival. Feel free to pay the full balance at any time via the email invoice we would have sent you. We reserve the right to cancel your booking if we do not receive full payment one week before arrival.

The full balance will be payable and forfeited if you cancel **only within TWO WEEKS** of arrival. If you cancel before this time, only the 20% booking deposit will be retained and the 80% balancing payment will be refunded (if this has been paid).

Booking price and quote policy:

We reserve the right to change advertised prices with no notice. Existing quotes will be honoured under these circumstances. **Once you have made your booking at a certain rate, the rate will not change** – regardless of future rate adjustments.

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/

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

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/

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/

General

BBC weather:

Track the weather in London and UK.
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

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/

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

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

Taxi Service

Chauffeur Centre Ltd
10 - 16 Tiller Road
London
E14 8PX
www.chauffeurcentre.com

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)

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

