

# Terms & Conditions

## **Our standard terms and conditions of business for direct bookings**

### **Contracting parties**

These terms and conditions govern the contract between 1 The Crescent Trading Ltd t/as The Royal Suites and you, the guest.

### **Check In, Availability & Booking**

Check in is between 2pm and 10pm on the day of arrival. If you need to check in outside of these hours, please arrange in advance. Apartments should be vacated by 10.30 am on the day of departure unless otherwise agreed in advance. Failure to vacate by this time may result in further charges. Desired availability of accommodation at the rates shown may be limited and/or restricted to certain periods. For booking Information call The Royal Suites on +44 (0) 1752 426428. Our reservations team are available to take your booking seven days per week 9.00 am until 10.00pm.

### **Booking Information**

Please call PureServiced direct on +44 (0) 1752 426428, email us on [hello@theroyalsuitesat1tc.com](mailto:hello@theroyalsuitesat1tc.com) or book on-line at [www.theroyalsuitesat1tc.com](http://www.theroyalsuitesat1tc.com) . Our reservations team will be pleased to advise on any special requirements.

### **Deposit and Pre-Payment**

A deposit will be required to secure the booking. Please note all deposits are non-refundable.

### **Cancellation and Amendments**

PLEASE NOTE: All cancellations and amendments for direct bookings must be made in writing or by email to [hello@theroyalsuitesat1tc.com](mailto:hello@theroyalsuitesat1tc.com) . A charge will be levied in respect of reservations, which are subsequently cancelled, or in the case of non-arrival.

In the case of bookings for the duration of 1 - 14 nights we will require 7 days' notice of cancellation in writing prior to the arrival date and for bookings of 15 nights or more 28 days notice' of cancellation in writing prior to the arrival date.

If the appropriate cancellation notice is not given in writing prior to the proposed arrival date the total cost of the accommodation will be charged. We recommend that appropriate insurance is taken out especially for longer stays. Whilst every effort is made to fulfil, your requests, unfortunately we cannot guarantee these and failure to do so will not constitute a breach of contract. In the unlikely event that we have to change or cancel your reservation, we reserve the right to do so.

However, you have the right to accept the changed arrangements as notified or cancel your reservation and receive a full refund of monies paid. The Royal Suites will be under no

further obligation or liability for losses or expenses arising from the cancellation. There are no further circumstances for which The Royal Suites will be liable for a refund.

### **Car Parking**

There are on site car parking spaces which can be reserved in advance free of charge on the basis of 1 car space per apartment . Additional spaces may be available subject to availability and will attract a charge of £10 per night per car .

### **Cleaning**

Unless otherwise agreed, the apartment is booked on a self-catering basis. For stays in excess of one week, the price will include a full clean of the apartment including linen and towel change. Please note the weekly clean will not include the washing of dishes or removal of excess rubbish. The apartments are to be left in a clean and tidy manner, failure to do so will result in an additional cleaning charge of £75.00 and this amount will be charged to the credit/debit card provided.

We are able to provide extra bed linen and towels by prior arrangement at an additional cost of £23 per bed per night.

### **Fair Usage Policy**

Fair broadband usage is described as an average of 2GB download per day. This is considered sufficient for all normal activities eg web browsing and emailing. Please note any illegal internet activity eg peer to peer file sharing, will result in the internet access being closed down for the duration of your stay.

### **Legal Jurisdiction**

In the event of any litigation arising from the booking of accommodation with us, the courts of England shall have sole jurisdiction on such arising matters and English law prevalent at the time shall be at the times.

### **Lost Keys**

A charge of £50 will be made for any lost keys.

### **Complaints and Comments**

Any complaint or comment regarding your stay should be made to our office.

Please kindly note complaints are more easily resolved while you are still in the property. Please telephone the office on +44 (0) 1752 426428 or email us on [hello@theroyalcrescentat1tc.com](mailto:hello@theroyalcrescentat1tc.com) during office hours. Monday to Friday 9.00 to 5.30 pm.

## **Damages**

You are responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc must be left clean and tidy at the end of the hire period.

Except in the case of normal wear and tear the hirer will be responsible for making good any damage to the apartment or its contents, which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or their guests. Such damage must be reported without delay, to our local representatives. The cost of the repair or replacement must be agreed with, and paid to us. You are responsible for ensuring that no person staying or visiting the apartment during your stay will suffer anything to be done which would endanger the policy of our insurers in respect of the apartment and its contents which might make the same void .

The Royal Suites reserves the right to charge your credit card or invoice you for any theft of or damage caused to hotel property during your stay. We will provide you with full breakdown of such charges which may include an administrative fee to recover our costs.

We also reserve the right to cancel any booking should you or any members of your party create a serious disturbance to any other guests or adjoining neighbours.

## **General Information**

Although every effort has been made to ensure the accuracy of the information provided, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend or cancel any of the information should we find such alterations necessary.

The Royal Suites cannot be held responsible for events beyond its control or the control of its suppliers (such as fire, strikes, industrial action, technical problems with transport and bad weather), nor for any curtailment, cancellation or change to any accommodation, activity or itinerary, which is caused as a result of such events.

The Royal Suites excludes all loss of valuables and damage to property and any direct, indirect or consequential losses suffered by you, other than death or personal injury resulting from a negligent act or omission by The Royal Suites, its officers or employees. If you have valuable items please discuss this with a member of staff on arrival. Your statutory rights remain unaffected.

## **Insurance**

Guests and visitors are advised to ensure their own insurance covers any loss or damage to personal property during their stay and to ensure adequate personal and travel insurance is taken out.

## **Liability**

The Royal Suites cannot be held responsible in any way for loss/damage to contents, furniture, fittings or any other personal belongings at the apartment locations. Nor can the Royal Suites be held liable for the acts or defaults caused by third parties. You are advised to

ensure your own insurance policies cover loss or damage to personal property during your stay. Guests are advised to take out adequate travel and personal insurance. The Royal Suites carries out regular risk assessments in accordance with Health and Safety at Work regulations.

### **Lost Property**

Any items left in the apartment will be kept for 1 month after the departure date. After that date The Royal Suites reserves the right to dispose of the property as it sees fit.

### **Occupancy**

The apartment is to be occupied only by the persons detailed on the booking form. We reserve the right to charge an additional fee if it is found that there are persons occupying the apartment who are not included on the booking form and reserve the right to ask the entire party to vacate the premises. In these circumstances we also reserve the right to retain the damage deposit and there will be no refund for unused days. In the event of any complaints of noise or disrespect and damage to the property, we reserve the right to require guests to vacate the premises with immediate effect, and with no compensation for unused days.

We reserve the right to decline any bookings where we have reason to believe that the customer will not use the apartment responsibly. This could include behaviour contrary to good morals and public order.

### **Pets**

Are permitted strictly by prior arrangement only

### **Pricing**

Prices are available on our apartment tariff page of the website. These are clearly labelled to include or exclude VAT. Prices are subject to change without notice, however, your price is guaranteed once you have received confirmation.

### **Privacy Statement**

Your address and credit card details are kept merely for the informational purposes of the credit card company and the address details are not passed on to any other third parties. Any other information that we keep about you is held and used strictly in accordance with the Data Protection Act 1998.

### **Right of Entry**

Employees of The Royal Suites or nominated person shall be allowed access to the property at all reasonable times for purposes of inspection or to carry out any necessary repairs or maintenance.

## **Smoking**

Please be advised that all of our apartments are non-smoking. Failure to comply with our non-smoking policy will result in a £150 cleaning charge.

## **Use of Apartments**

It is forbidden to use our apartments for parties or gatherings where occupants of neighbouring properties might be disturbed. If on arrival it is felt that you are intending to use the apartments for such an event you may be refused entrance. If it is discovered that you are holding such an event after arrival you will be required to leave immediately. In such circumstances we are not obliged to provide or locate alternative accommodation, and any proportion of refund is at our discretion

## **Antisocial Behaviour**

No antisocial behaviour will be tolerated within the property. Please be respectful of the other guests within the property, and keep all noise down to a respectful level. Any transgression of this rule may well result in you being asked to vacate the property with immediate effect, with no obligation for any funds relating to your stay to be refunded to you .