



## Terms & Conditions of Booking

City Apartments Ltd ("CAL") provides serviced residential accommodation in the City of London to companies ("Clients"), and their employees or other individuals ("Individual(s)") booked by the Client. These services and all extensions to these services are provided on the following terms and conditions:

**Accommodation:** CAL owns, leases or manages a portfolio of apartments ("Apartments") in or in the vicinity of the City of London and West End. All Apartments are equipped to a standard suitable for visiting executives staying for an extended period. Full apartment details are available upon request.

**Making a Booking:** All booking requirements must be confirmed in writing by the Client to CAL by fax or email via a Client-specific email address or on headed paper. The person making a booking with CAL on behalf of the Client is deemed to be an authorised person doing so on behalf of the Client, and the Client shall therefore be liable for rent due on behalf of the named Individual and also guarantees the payment by its Individual of any agreed extras. Building/apartment preferences will certainly be noted but CAL reserves the right in extraordinary circumstances to change the requested location prior to arrival and will always advise the guest and the booker of this change.

**Confirmation of Booking:** CAL will confirm all bookings in writing to the Client by email. CAL also requests contact details for each Individual that is listed as a guest for the booking, in order for CAL to liaise directly concerning travel arrangements and special requirements. CAL reserves the right in extraordinary circumstances to change the requested location prior to arrival and will always advise the Individual and the booker of this change. Should the new location not be suitable to the Individual/booker, CAL will offer to move the Individual to another apartment as soon as one is available following commencement of the booking, or agree to cancel the booking without charge to the Client.

**Changes to arrival date:** We appreciate that sometimes circumstances are beyond a Client's control and so CAL allows changes of arrival date without penalty up to 24 hours prior to arrival. Where an arrival date is pushed to a later date, CAL reserves the right to allow such amendments only once during busy periods. Subsequent requests by the Client to move the arrival date may result in the Client being asked to retain the original dates in order to guarantee the apartment for their employee. Should the Client not wish to hold the reservation from the original dates, CAL reserves the right to cancel the booking in order to accommodate a wait-listed booking from another client for the original booking period. The Client will then be asked to re-book for the requested dates but may then be on the wait-list themselves. This approach by CAL is regrettable but unfortunately necessary during busy periods where maintaining a high occupancy is crucial to our business.

**Group Bookings:** Bookings of 5 or more apartments are subject to the following terms:

1. A group booking is considered as a booking of 5 or more apartments booked to arrive either on the same day, or on different days within a seven day period;
2. Group bookings will be invoiced when booked and payment is due at least 14 days prior to arrival. If payment is not received, CAL reserves the right to release the reserved accommodation without notice;
3. Group bookings can be cancelled without charge by the Client up to 14 days prior to arrival. Cancellations (complete cancellation or a reduction in apartments/nights booked) within this period may be subject to a charge of one week's rental per apartment cancelled;
4. Group bookings are taken on the provision that flexibility in location is acceptable to the client. CAL will confirm exact location of booked accommodation 14 days ahead of the first scheduled arrival date.

**Apartment Allocation:** CAL is not able to confirm exact apartment numbers or, in some instances, apartment buildings until much closer to the arrival date. This is due to the nature of our business and the frequent extensions to existing bookings that we receive. We will always note a preferred location but regret that we cannot guarantee this. Where a preferred choice is not available for the day of arrival, we will always endeavour to move the guest to their preferred location as soon as possible.

**Invoicing:** Upon receipt of a booking, CAL will invoice the Client for the full amount of rent due, plus additional charges as applicable. For accommodation periods longer than three months CAL may agree to invoice on a quarterly-in-advance basis. For your ease of booking, security deposits are not normally required but may be requested under certain circumstances.

**Payment:** Unless stated otherwise on the invoice, all amounts are due and payable in GBP upon receipt of invoice by the Client. To help reduce costs for the Client, CAL encourages payment by cheque or bank transfer. For payments by credit card, an additional 3% fee may be charged.

**Additional Services:** The Client and/or the Individual may request CAL to provide additional services such as airport transfers, grocery shopping or laundry services. These and/or other additional services, together with all telephone call costs, will be charged directly to the Individual's credit card on departure, unless confirmation is received that such charges will be covered by the Client. However, CAL reserves the right to make an interim charge ahead of departure to cover costs incurred.

**Check-ins & Check-outs:** Apartments are usually available from 2pm on the day of arrival. Guests requiring access to their apartment prior to 2pm on their start date are advised to make their booking from the previous night if apartments are available. On the scheduled day of departure, Individuals are required to vacate the apartments by 11am. If Individuals fail to vacate by this time, a further night may be charged.

**Cancellations:** CAL does appreciate that by its nature, business travel is subject to late alterations. To this end, we have made our cancellation policy as flexible as possible:

1. Prior to arrival, if you need to move the arrival date or cancel the booking altogether, just let us know up to 24 hours before arrival (ie before 2pm the day before the scheduled start of the booking or before 2pm on Friday for all weekend/Monday arrivals) and we will make the amendments at no charge to you. Please also see our terms above regarding *Changes to Arrival Date*.
2. Once either in-house or within 24 hours of the scheduled arrival date (ie within 24 hours before 2pm on the start date of the booking or by 2pm on Friday for all weekend/Monday arrivals), if you need to cancel a booking or bring forward the departure date we simply ask for seven days notice. If you won't be occupying the apartment during the seven day notice period, we'll do our best to re-rent the apartment and reduce any costs you might incur, but you must have vacated the apartment in order for us to offer this service.
3. For Cleary House, a minimum stay of 90 days is required. Should you terminate your booking before 90 days, you may be charged for the full 90 day period.

**Early-Departures and No-shows:** Will be charged as per Cancellations above.

**Extensions:** As a priority, CAL will endeavour to accommodate incumbent guests who request to extend their booking. However, all extensions are subject to availability of the appropriate apartment type and are not guaranteed until confirmed in writing by CAL. Under extraordinary circumstances, it may be necessary to transfer the incumbent guest to an alternative apartment in order to accommodate their extended stay.

**Inventory and general apartment conditions:** Any discrepancy following departure may incur a charge.

**Loss and damage:** Guests are advised to insure their personal property as CAL cannot be held responsible for any loss or damage to personal property howsoever caused.

**Use of Accommodation:** The accommodation is for the sole use of the person(s) specified on the confirmation/invoice.

**VAT:** Where required by law, VAT will be added to charges for rent and other services at the applicable rate(s).

**Documentation:** The Client and Individual will undertake to complete all documentation, as CAL shall reasonably require.

## Your contact at City Apartments

Reservations can be made via [info@cityaparts.com](mailto:info@cityaparts.com) or at 020 7726 2626. Further information can also be found at [www.cityaparts.com](http://www.cityaparts.com)