



## **Corporate Apartments Ltd Terms and Conditions**

### **1. Bookings**

Any booking made by you shall be deemed to be an offer by you to purchase the relevant apartment arrangements subject to these conditions. A contract between you and Corporate Apartments Ltd shall only come into existence:

- if booking by telephone, once our reservations personnel has confirmed acceptance of your payment details; or
- if booking via our website or email and the requested apartment is available, once you receive confirmation by email of your booking with the relevant booking link.

We reserve the right to refuse, at our sole discretion, any booking you make with us. It is the responsibility of the booker to notify Corporate Apartments Ltd at the time of booking of the names of the relevant guests and whether they are adults or minors. Bookings for accommodation require at least one full name for each apartment.

To confirm your booking Corporate Apartments Ltd require a completed booking form or a completed booking link via the internet. Telephone bookings are confirmed only when Corporate Apartments Ltd has accepted the booking in writing or by email and has taken payment in full. Payment in full is required at the time of booking, unless otherwise agreed.

We may pass your debit/credit card details to a third party to process any payments.

### **2. Rates**

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

### **3. Deposit**

A deposit covering additional charges incurred during your current stay with

Corporate Apartments Ltd, breakages and damages may be taken at the time of booking. Corporate Apartments Ltd reserves the right to deduct from the deposit without further notice, all amounts chargeable under these conditions, including, but not limited to, further accommodation charges.

Within one week of any deduction of any additional charges from a deposit, Corporate Apartments Ltd will provide the booker by e-mail or otherwise with a breakdown of the issues and the applicable additional charges.

If additional charges are taken from the deposit the remainder of the deposit will be refunded to the person who paid the deposit at the end of the guest's stay after an inspection of the apartment occupied and subject to settlement of all charges owing to Corporate Apartments Ltd.

#### **4. Payment of Additional Charges**

Valid credit/debit card details must be supplied at the time of booking to cover additional charges incurred during your current stay with Corporate Apartments Ltd. The additional charges include:

- **Telephone Calls:** Telephone calls are charged separately. Sometimes, telephone call charges are provided by a 3rd party supplier. Where this arrangement exists, it is the guest's responsibility to set up a charge account with the service provider direct (details available in the apartment).
- **Cleaning:** Corporate Apartments Ltd expects the apartments to be left in a reasonable state on departure. If, at our discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge.
- **Damages:** Damages to the apartment or contents caused by the guest must be paid in full by the booker. In the event of any breakages or damage discovered after the guest vacates, Corporate Apartments Ltd will notify the booker by e-mail or telephone within 14 days of the guest's departure, providing a breakdown of the issues and the cost of rectifying them. Where possible, photographic evidence will also be supplied. Inventories and condition reports can be provided at the beginning and at the end of the accommodation period if required. Damages include carpet staining.
- **Keys:** Corporate Apartments Ltd will issue the guest with sets of keys. If the issued keys are not returned on departure a charge of up to £50 (plus VAT) will be made to the booker. If between the hours of 10 pm and 8 am a guest locks themselves out of the property and/or the apartment and requires assistance to re-enter the property and/or the apartment, Corporate Apartments Ltd reserve the right to charge £50 (plus VAT) call out charge in addition to the charge for lost keys.

- **Car Park Permit:** Corporate Apartments Ltd will issue guests who require parking, a parking permit. This permit should be returned with the keys. A charge of £150.00 will be applied if the permit is not returned within 24 hours.
- **Call Outs:** If the emergency call out number is used to call out the apartment manager between the hours of 10 pm and 8 am for any purpose other than an emergency, Corporate Apartments Ltd reserve the right to charge the booker a call out fee of £50 plus VAT.

## 5. Arrivals and Departures

Apartments are available for occupation from 14:00 hours on the day of arrival to 11:00 hours on the day of departure. Late Check-ins between 8pm and 10pm incur an extra charge of £10 per apartment. We regret that we cannot facilitate check-ins after 10pm (22.00hrs). Any additional hours of occupation outside the available times in each period will be charged at £20.00 per hour. Early check in/late check out cannot be guaranteed unless the booking is made from the night before arrival/for the night after departure. Key collection details will be provided to the booker prior to the check-in date. Our apartments operate unmanned receptions so access codes and other relevant details will be provided only after a booking is confirmed. It is then the booker's responsibility to ensure that the guests have all the keys, access codes and other relevant information, provided to them by Corporate Apartments Ltd, to allow guests to access the apartments.

## 6. Cancellations and Amendments

If you wish to alter your booking, Corporate Apartments Ltd will endeavour to comply with your requirements, but cannot guarantee that these will be met. You will be obliged to pay any additional expenses incurred as a result of an alteration.

Cancellations: Corporate Apartments Ltd cancellation policy is set out below. Cancellation charges will be applied in relation to the notice period between notification of cancellation and the date of stay at each apartment within a booking:

<b>Notice period</b>	<b>Charges Payable</b>
Under 7 days	100% of the total charges
7-14 days	50% of the total charges
14 - 28 days	£100 + VAT

## **7. Accommodation and Occupancy**

All apartments are occupied as serviced apartments and on the basis that no rights of tenancy are created, If this contract is with an individual person (as opposed to a company) then by entering into this agreement the person is declaring that the apartment booked is not his / her principal place of residence.

You should note the following points about apartments:

- The Corporate Apartments Ltd website (and/or other means of promotion or advertising) may contain a plan of the layout of the apartment. The plan will only be a general representation of the accommodation. Actual unit size, design, fixtures, furnishings and facilities may vary from those shown on the plan;
- The number of people permitted to occupy each apartment is limited to the number of beds. If additional guests are found to be staying in the apartment Corporate Apartments reserves the right to charge £35.00 per additional person per night.
  - Children under 8 years stay free of charge if using existing bedding. Corporate Apartments can supply a child's camp bed and bedding at an additional charge of £20 per night.
- You and your party must comply with any rules and regulations set by Corporate Apartments. We recommend that you take time to familiarise yourself with the safety procedures in the apartments, the building and local area, paying particular attention to fire evacuation details and security.
- Where internet or broadband connectivity is available, you agree to use such services in a responsible manner and not for any illegal purpose.
- Corporate Apartments Ltd shall use reasonable endeavours to retain any items left in apartments for up to 1 month after the guest's departure date.

## **8. Restrictions**

In relation to Corporate Apartments Ltd the following restrictions apply as standard:

- Smoking: Corporate Apartments Ltd operates a non smoking policy in all apartments. £50 deep clean charge payable.
- Pets: Corporate Apartments Ltd regrets that pets (with the exception Guide Dogs) are not allowed in the apartments.
- Excessive noise levels: Corporate Apartments operate from residential developments. It is the guest's responsibility to ensure all members of their party respect the other residents in the building.

Excessive noise or late night parties are not acceptable. If a complaint is lodged by another resident guests will be asked to vacate the apartment immediately.

- Corporate Apartments regrets that we DO NOT accept STAG or HEN parties.

## **9. Liability**

Corporate Apartments Ltd is not responsible for the theft and/or damage of your personal belongings during your stay in any apartments booked. Therefore you are advised to ensure you have appropriate insurances in place.

All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with Corporate Apartments Ltd and these conditions shall apply in their place.

However, nothing in these terms and conditions shall affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes the liability of Corporate Apartments Ltd for death or personal injury resulting from negligence; or for any damage or liability incurred by you.

## **10. Services**

Corporate Apartments Ltd cannot guarantee, or be held responsible for any failure or interruption of, services to the apartment or the building, including electricity, water or any damage, telephone, broadband, internet and other communications, disruption or noise caused as a result of repair works being carried out in another part of the property. However, upon notification by a guest/booker, Corporate Apartments Ltd will use its best endeavours to maintain and rectify (within a reasonable period of time) all services and issues.

## **11. Feedback and Complaints**

Corporate Apartments aims to deliver the best possible service, but in the unlikely event that you are dissatisfied with the service offered, you should notify Corporate Apartments in writing or by email as soon as possible in relation to any complaint about the booking service. In relation to any complaint about the apartment, you should notify the apartment manager as soon as possible on 07525664068 or by writing to:

Corporate Apartments Limited  
1st Floor Office Suite  
Victoria Place  
Wellwood Street  
Belfast  
BT12 5FX

Our policy is to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them.

## **12. General**

Corporate Apartments Ltd reserves the right to change these conditions from time to time. Should guests be in breach any of these conditions, Corporate Apartments Ltd reserve the right to request that guests vacate their apartment within 24 hours. These conditions shall be governed by and construed in accordance with the laws Northern Ireland.

## **13. Privacy**

We may use your contact details to inform you of our products including special offers that we think may be of interest to you. If you do not want us to use your contact information to send details of our products to you please let us know in an email to [info@corporate-apartments.co.uk](mailto:info@corporate-apartments.co.uk). All information collected or properly obtained during the booking process will be processed in accordance with our Privacy Statement. From time to time we randomly record telephone calls as a security measure and to monitor and improve customer service.

## **14. Promotions**

Promotional or discounted offers on our website are provided at the discretion of Corporate Apartments Ltd. All offers are subject to availability and may be withdrawn at any time.

## **15. Your responsibility**

You confirm to Corporate Apartments Ltd that you are at least 18 years of age and possess the legal authority to enter into this agreement and to use this website in accordance with all the terms and conditions contained within.