



## **BOOKING CONDITIONS**

### **Reservations and payments**

#### **Deposits**

- £100 Deposit per night for bookings under 5 nights
- £500 Deposit for bookings under 30 nights
- £1000 Deposit for bookings over 30 nights

Deposits will be taken upon arrival and refunded after departure, minus any incidental and/or agreed dilapidation charges. The Guest will be notified of such charges in advance of their departure in writing.

#### **Payment**

##### **Non-refundable:**

Payment for the full Accommodation Fee is required at The Reservations Stage. Deposit is taken on arrival.

##### **Semi Flexible:**

Accommodation Fee is not required at reservation stage. Full Accommodation Fee and is required 14 days prior to arrival. Deposit is taken on arrival.

##### **Fully Flexible:**

Accommodation Fee is not required at reservation stage. Full Accommodation Fee and is required 7 days prior to arrival. Deposit is taken on arrival.

Payments may be made via Bank transfer or credit card:

- Bank transfer

<b>Account Name:</b>	The Sloane Club Management Limited.
<b>Bank:</b>	HSBC UK
<b>Branch:</b>	Pall Mall
<b>Account Number:</b>	12129337
<b>Sort code:</b>	40-05-20
<b>IBAN:</b>	GB05MIDL40052012129337
<b>SWIFT/BIC</b>	HBUKGB4B

- Credit card

We accept MasterCard, Visa and American Express.

Guests wishing to pay by credit/debit card will be asked to present the credit/ debit card used for payment at the time of booking upon check-in, in order to correctly verify the identity of the cardholder. The deposit will be taken via chip and pin upon arrival.

Guests will also need to provide photo identification as follows:

*British Citizens:* A valid driver's License (UK & EU License only) or any other ID type with your photo is required.

*UK Residents:* A valid passport or national ID cards with photo which states your nationality, is required.

*EU Residents:* A national ID card, Passport or EU driver's licence is required.

*NON-UK & NON-EU Residents:* We can only accept a Passport as a valid photo-ID.

Please be advised that accommodation may be revoked in the event that our payment terms are not adhered to.

### **Rates**

Rates quoted are per apartment, per night, in pounds sterling and are subject to availability at the time of reservation.

Rates are quoted inclusive of VAT.

The rate is inclusive of all utilities (i.e. gas, electric and rates) but the Guest shall be responsible for the cost of all telephone calls made from The Apartment during the Hire Period.

### **Cancellations or Amendments**

Cancellations and amendments should be received in writing or via the website, [www.clubapartments.co.uk](http://www.clubapartments.co.uk).

#### **Non-refundable:**

Once reserved The Apartment is non- refundable, non-cancellable and non-amendable. No refund entitlement of the Accommodation Fee.

#### **Semi Flexible:**

Once reserved cancellations can be received up to 7 days prior to the day of arrival and the Accommodation Fee will be refunded in full. Cancellations or amendments received after this point- No refund of the Accommodation Fee.

#### **Fully Flexible:**

Once reserved cancellations can be received up to 48 hours prior to the day of arrival and Accommodation Fee will be refunded in full. Cancellations or amendments received after this point- No refund of the Accommodation Fee.

The Guest shall not be entitled to withhold by way of set-off, deduction, counterclaim any amounts owed to The Club.

### **Arrivals and departures**

**Check in** is from 3.30pm, however if you arrive earlier, we will be able to store luggage until The Apartment is available.

**Checkout** is 11am. Departure after this time should be requested in writing in advance and is subject to availability. Additional fees may apply.

Should you wish to store luggage after your departure, this is subject to availability. Luggage storage is available at £10 per item for up to 12 hours.

### **Travel Insurance**

It is important that you have insurance cover and that it is adequate and suitable for your particular needs. If you fail to take out insurance and have to cancel your booking, you will still be charged in accordance with our cancellation policy detailed above.

### **Housekeeping service**

In order to limit social contact, servicing of the apartments will be on request and will be carried out one hour after you have departed from your apartment. Housekeeping service is available between 9am and 2:30pm. **Please note that guests must not be present whilst the apartment is being serviced.** Please inform Reservations if you would like your apartment to be serviced during your stay

Should you require housekeeping service over the weekend or on a Bank Holiday, requests should be made in writing in advance, and will be charged at £50 per day.

### **Breakages**

Once booked and following receipt of the Guest's Deposit, the Guest accepts responsibility for any damage or loss caused by the Guest and any member of their party. Full payment for any loss or damage will be retained from the Deposit.

The Guest must notify The Club of any disrepair or damage to The Accommodation two days after the arrival date.

If the Guest does not notify The Club within two days then the Guest shall be;

- Deemed to have accepted that The Accommodation is in good repair and condition and in a clean and tidy state.
- Be fully liable for any items of disrepair or damage on a full replacement basis.

### **Complaints and antisocial behaviour**

Should you experience any problems during your stay, please inform us immediately.

In the instance of serious misconduct or complaints due to unacceptable antisocial behaviour, The Club reserves the right to terminate your stay without notice and no Accommodation Fee or Deposits taken will be refunded.

### **The Accommodation**

The Guest hereby agrees and acknowledges that this agreement;

- 1 a) does not grant them any rights of exclusive possession to the Accommodation.

b) Is not an assured shorthold tenancy or other lease governed by a statutory code that confers any statutory security of tenure on the Guest or common law tenancy.

c) Is an excluded agreement within the meaning of section 3A (7) (a) of the Protection from Eviction Act 1977 (as amended) and cannot be construed as in a short tenancy under the Housing Act 1988 (as amended).

2. Please note that only the number of guests outlined at booking are authorised to stay in the apartment and any additional occupants (excluding infants) may incur a charge for extra bedding or beds. If more guests are staying in the apartment than our maximum capacity allows, you will be in breach of our health and safety policy and we reserve the right to revoke accommodation.

**Maximum capacity per apartment:**

Studio: 2 guests.

Classic and Large 1 Bedroom: 3 guests. (With the exception of an extra bed at £50/night)

Classic and Large 2 Bedroom: 5 guests. (With the exception of an extra bed at £50/night)

**The Guest/s**

During the Hire Period the Guest covenants with The Club:

- To keep the Accommodation in good repair and condition and clear of rubbish.
- To notify The Club immediately on becoming aware of any item of damage or disrepair to the Accommodation.
- Not to repair or attempt to repair or allow any third party to undertake and repair any items that are damaged or in a state of disrepair in the Accommodation.
- To have primary responsibility for their own safety and inform The Club immediately should they become aware of any health and safety risk.
- Not to behave in an abusive or threatening manner towards The Club's employees, contractors or agents.
- Not to prevent The Club and its contractors, employees and agents' access to The Accommodation at all times and for all purposes.
- Not to conduct any illegal or immoral activity from The Accommodation.
- Not to conduct any business or commercial activity from The Accommodation.
- Not to play loud music or musical instruments, dancing, entertaining at The Accommodation, or do anything else which may be or become a nuisance or disturbance to other occupants of the building.
- Not to smoke in The Apartment or the common areas of the Building. Please note that guests who contravene this will be asked to leave and an apartment cleaning charge of £250 will be added to the final account.

**Liability**

The Club will not be liable to the Guest for any business, financial or economic loss or for any consequential or indirect losses arising as a result of this Agreement.

The Club's liability for all losses (with the exception of personal injury or death arising as a result of negligence) will be limited to the cost of obtaining replacement Accommodation for the Hire Period or the amount of the Accommodation Fee whichever is the greater amount.

Where The Accommodation specified at the Reservation stage becomes unavailable before the start date The Club may relocate the Guest to an apartment of a similar type and standard. Where such alternative apartment is priced lower than The Apartment specified in the Booking confirmation then The Accommodation Fee shall be reduced accordingly and where such alternative apartment is priced higher than The Accommodation Fee shall remain the same.

The Guest hereby agrees to fully indemnify The Club in respect of any costs, claims, liabilities or expenses suffered or incurred by The Club, its employees, agents and contractors in respect of any breach of the terms and this Agreement.

The Club will not be liable for any failure to perform any of its obligations due to any cause beyond their reasonable control.

These conditions are governed and controlled in accordance with the laws of England and Wales.

A person who is not a party to this Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Agreement.

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**The Accommodation/The Apartment** means the apartment located in the building as set out online and includes all fixtures, fittings, furniture, furnishings and appliances within that apartment. **The Building** means 13-19 Sloane Gardens. **The Club** means THE SLOANE CLUB MANAGEMENT LIMITED (co.regn. no. 02611185) whose registered office is situated at 52 Lower Sloane Street, London SW1W 8BS. **The Deposit** means the Security Deposit as set out. **The Hire Period** means the initial period of the Accommodation by the client. **The Guest** means the person(s) whose details are set out on the Booking Form. **The Rate and the Accommodation Fee** means the agreed fee set out on the Booking Form and is inclusive of VAT at the prevailing rate. **The Reservation Stage** means the period between the date of receipt by The Club of the Accommodation Fee and Deposit in accordance with the Start Date. **The Start Date** means the date on which the Hire Period starts as set out on the Booking Form. **VAT** means value added tax chargeable under the Value Added Tax Act 1994 and any similar replacement tax and any similar additional tax.

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