

**Terms of Business 20010/11  
Harrogate Serviced Apartments**

Please read these Terms of Business carefully before booking. By making a reservation with us, you are deemed to have read and accepted them.

**Harrogate Serviced Apartments**

Harrogate Serviced Apartments ("the Agent") is a specialist in the provision of serviced apartments in Harrogate North Yorkshire. The company is engaged by corporate and private clients for temporary serviced accommodation.

A binding contract between the Client (you) and the Owner of the accommodation shall be entered into on the Agency issuing the booking confirmation as agent for the Owner. The Client (you) is responsible for payment of the price of the accommodation and the compliance of his/hers invited members who will be sharing the accommodation.

**Booking procedure**

To make a reservation, we require an initial deposit of 25% of the total value, within 2 days of the booking, together with written confirmation of your booking request, which can be sent by email [info@harrogateservicedapartments.co.uk](mailto:info@harrogateservicedapartments.co.uk). The balance is payable in full 8 weeks before the date of arrival. If the reservation is made within the 8 week period, the full amount is to be paid at the time of the booking.

For longer holiday lets of 3 months or more a full month's fee is required in advance, called a 'bond' which will be returned upon departure following a signed and agreed inventory list.

Payment for longer holiday lets of 3 months or more will be made on the 15<sup>th</sup> day of each month preceding the date of the booked accommodation date.

For long holiday lets of 1 to 2 months a bond will be required of £500.00 which will be returned upon departure following a signed and agreed inventory list.

Payment for holiday lets of 1 to 2 months is as the above general payment terms, full payment 8 weeks in advance or if the reservation is made within the 8 week period, the full amount is to be paid at the time of booking.

**Bookings from minors**

Bookings from children under the age of 18 years cannot be accepted.

**Methods of payment**

We reserve the right to cancel any reservations if payment does not reach us on the agreed date, as stated above, and deposits will not be refunded, unless otherwise agreed in writing.

CHAPS, BACS/Bill Payments or Cheques - we can only accept these methods of payment and they need to be in pounds sterling (GBP), drawn on a UK bank account. In the event of a currency conversion fee, we expect the Client to honour this fee. Please allow for a 4 day clearance period when making the booking as payment secures your booking.

**Amendments**

Any changes made once a reservation has been confirmed will incur a charge of £15 unless agreed by the Agent.

[info@harrogateservicedapartments.co.uk](mailto:info@harrogateservicedapartments.co.uk)  
[www.harrogateservicedapartments.co.uk](http://www.harrogateservicedapartments.co.uk)  
07860 142965

**For business or pleasure, it's a place to stay and call your own**

**Cancellations**

If you cancel your booking prior to 8 weeks before the arrival date (where there has only been a deposit paid) you will lose the deposit only. If you cancel within the 8 weeks of your arrival date, you will be liable to pay the full balance.

If you wish to pass on your confirmed booking period to any third party, you must have the prior approval of Harrogate Serviced Apartments. You will still be liable for any debts/damages caused by the third party unless we have agreed the transfer of the booking in writing. A transfer of the booking to another party will incur a handling charge of £15. Please ensure that the main named person booking the accommodation is the person to whom the invoice is to be made.

A refund may be made at the discretion of Harrogate Serviced Apartments, and only if the property can be rented to another guest. No refund will be made for non-arrivals, late arrivals or early departures. Clients are recommended to take out adequate travel insurance.

For longer term agreed lets of 3 months or more a two month notice period is required in order to try and re-let the apartment.

**Damages**

You must keep the accommodation in good condition and repair and tell us immediately if anything gets broken or damaged. The accommodation is inspected prior to all arrivals so we are satisfied that the accommodation is at its best for you. Please note, that you will be liable for the any breakages and damages to items within the apartment and the apartment.

**Insurance**

We do not provide insurance for your personal effects, nor is this provided under the insurance cover for the accommodation. It is therefore advised, that you make arrangements for insurance cover for your personal effects.

**Arrival/Departure times**

Check in time is 2 pm

Check out time is 10 am

If you require times outside of the above, please discuss possible opportunities with the management at the time of booking.

**Liabilities and responsibilities**

Harrogate Serviced Apartments act solely as an agent and not as principal for all apartments. We cannot be held liable or accept responsibility for any dissatisfaction with an apartment, for personal injury, loss or damage to the Client's belongings or car and its content.

The Client is responsible for the accommodation equipment during the period and is expected to take all reasonable care of it. You are advised to check on arrival and report any shortcomings, damage or missing items immediately to the Agent so that the matter can be remedied for you. The Client undertakes to report and pay for any damage caused to the accommodation or for equipment lost, damaged, or stolen during their stay. Fair wear and tear is expected.

An apartment inventory is placed in the apartment at all times. For long let's please make sure you read this and sign it along with the agent. A long let is classified as 1 month or longer stay.

**Pets**

Pets must be agreed access prior to the confirmed booking. Clients will be responsible for any damages that their pets incur during their stay and for any additional cleaning that may be required. Only select apartments accept Pets, please check this before inviting the pet to stay.

**Number of persons using the accommodation**

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The number of persons using the accommodation shall not exceed the maximum number agreed because of fire regulations and insurance purposes. If this happens the Client will be charged for two additional nights at the same rate as the original booking.

**Departure**

We expect the apartments to be left as you found them. If, at our discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge to you.

**Harrogate Serviced Apartment – Apartment access**

Harrogate Serviced Apartment needs to access the apartment to place literature and check that all electrical equipment and utility services are working correctly. This is normally done prior to an arrival. However for longer lets of 1 month or more this may have to be done during their stay. Harrogate Serviced Apartments will inform you when this will take place either by email or telephone.

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