

## **Millharbour Residences - Terms and Conditions**

These terms are applicable to all reservations, bookings and agreements for accommodation of any kind made by ("the Guest") and Millharbour Residences or any of its subsidiary companies or associated companies which may be referred to individually or collectively as "the Operator" or "Millharbour Residences".

Once a booking has been accepted by the Operator, a contract exists between the Guest and the Operator and making a booking by the guests indicates acceptance of these Terms and Conditions by the Guest.

For bookings of 3 or more apartments different group policies and additional supplements will apply, and the Guest will be contacted by Millharbour Residences with more information.

### **Online Bookings & Third-Party Websites**

Please note that different terms, conditions & cancellation policies may exist in relation to online bookings made via Booking Agents and affiliate websites depending on the accommodation or rate type selected. Please read carefully the apartment rate details that are provided before you make your online booking.

Payment Arrangements and Credit Card Payment Processes:

All Guests will be asked to pay a Security Deposit on arrival (see section below on Security Deposits).

Guests booking Pre-Paid rates will be required to fully pre-pay at a time of booking. This payment is non-refundable and non-transferable.

Guests booking Flexible rates: The full amount will be charged at the end of the cancellation expiry date; midday 48 hours prior to arrival date.

Millharbour Residences do not accept cheques or cash payments.

### **Accommodation Amendments by Millharbour Residences**

Whilst all reasonable efforts have been taken to ensure that bookings made under this Agreement are able to proceed, we reserve the right to relocate any booking to accommodation of similar size and standard in the locality. The Guest acknowledges that Millharbour Residences accepts no liability for any loss or damage suffered by or caused to the Guest as a consequence of the relocation.

In exceptional circumstances the Operator may find it necessary to cancel your booking. If this occurs the Operator will refund any sum the Guest has paid which shall constitute a full and final settlement of any liability the Operator may have to the Guest as a result of such cancellation.

The Guest will not be liable for any delay, loss, damage or expenses incurred if your booking needs to be altered or cancelled, if it is unable to perform its contractual obligations as a result of events beyond its reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions.

### **14 Day Quarantine Bookings – Discounted Rates for May-Aug 2020**

Reduced rate corresponds with a reduction in services provided. Exclusions; stayover housekeeping (check-out clean only) and guests agree to stay on a self-clean basis (basic cleaning materials provided and vacuum cleaner available upon request). Where excessive mess is left behind upon checkout a reasonable deduction will be processed from security deposit to cover additional cost of cleaning. Refuse disposal responsibility of staying guest – details available from concierge.

### **Security Deposits for Damage, Extras and Cleaning**

The Operator reserves the right to charge a Security/Damages Deposit of £500.00 which is to be paid by credit/debit card upon arrival and check-in on a per-apartment basis. This is a 'pre-authorised' transaction, meaning that it is not taken as payment but held in the cardholder's account so that it can be charged against at a later date, if applicable. This will be automatically released after a set period of time, but this is dependent on the bank (average 10-14 days). Once the pre-authorisation payment has been processed the release and timeframes are solely in the hands of the bank (unless charged against by Millharbour Residences).

The payment will be used to cover incidental items including, but not limited to, breakages, damage to property, additional cleaning costs due to the apartment being left in an unacceptable condition, excessive electricity usage, and breaches to regulations such as smoking in the apartments (£500.00) or causing disturbance of other guest's enjoyment of the property (parties etc.). Security Deposits may also be used by Management in the event of unauthorised extra guests using the apartment and/or facilities.

If a deposit is not taken, Millharbour Residences reserve the right to charge the given debit/credit card for breakages, damage to property, additional cleaning costs due to the apartment being left in an unacceptable condition, excessive electricity usage, and breaches to regulations such as smoking in the apartments or causing disturbance of other guest's enjoyment of the property. Security Deposits may also be used by Management in the event of unauthorised extra guests using the apartment and facilities.

If disturbance to other guests has occurred or any damage to the property, the cost to the Operator will be retained from the Security Deposit, and only the balance returned to the Customer.

If this cost exceeds the value of the Security Deposit, the Guest agrees to indemnify the Operator for the damage, additional cleaning costs or other charges and agrees to pay all costs of recovery including all legal costs, and other expenses.

The Guest hereby gives consent to the Operator to apply to the Guest's credit card all reasonable charges incurred which may not be covered by the Security Deposit.

### **Check-in and Check-out requirements – Return of Apartment Keys**

Guests must comply with the Operator's rules for checking-in and checking-out. Unless otherwise agreed in advance, apartments will usually be made available from 3pm on the day of arrival. There is a charge for early arrivals prior to 3pm however early check in is not guaranteed and cannot be earlier than 1pm. Cost will be quoted at time of request and is subject to availability.

To guarantee early arrival (before 10am) it is necessary to pre-register the apartment from the night before. In the event of a no show in such circumstances a two-night charge will apply.

Unless otherwise agreed in advance, all apartments must be vacated, and all keys returned by 11am on the day of departure. By prior arrangement late check-outs at 12 pm can be arranged for the date of departure. A late check-out charge will be quoted at time of request.

Should keys, fobs or access cards be lost or stolen or where the Guest fails to checkout by 3pm on the date of departure without prior approval, the Guest will be liable for the full cost of an emergency locksmith plus any replacement fobs required for operating entrance doors / car park gates, etc. In the case of the above Millharbour Residences reserve the right to remove a guests' belongings from the apartment and accept no liability for the loss or damage of these items.

A fee of £250 will be charged for keys or fobs not returned within 24 hours of the departure date and it is agreed by the Customer that the Operator at its discretion may apply this charge to the Customers credit card or deduct it from the Security Deposit.

### **Facilities/Services Included in the Price**

All apartments come fully furnished and include a kitchen equipped with appliances, cutlery, crockery, and kitchen utensils. Food and/or drinks are not provided as part of the product offering.

No items may be removed from the apartment.

All prices quoted are inclusive of bed linen, towels and Internet.

The price quoted includes an apartment cleaning service. This is not a typical Hotel cleaning service where the apartments are cleaned daily. As part of the service apartment model only 7-night stays or more will be given a mid-stay clean, typically on the 4<sup>th</sup> day and every 7<sup>th</sup> day thereafter.

Where possible the Housekeeping team will clean the apartment at a time to suit the guest, however this will not always be possible, please note that the last clean is at 3pm. The Housekeeping policy is that the guest must not be in the Apartment at time of cleaning.

### **Liability for Damage to or loss of Customer's property**

Unless negligence by the Operator is established by an independent body or a Court of law, the Operator will not be held liable for injury to person, loss of, or damage to any property of any Customer or person staying at or visiting the apartments and or its general facilities and area. The Operator does not provide insurance for personal effects. Vehicles parked in the Operator's car-parks are done so at the risk of the Guest.

It is strongly advised that all guests keep any valuables & important personal effects in the safety deposit boxes provided in the wardrobes in each of the apartments. All personal effects are kept in the apartments at the guests own risk and the operator accepts no liability for any loss and/or theft.

We strongly recommend that guests make their own arrangements for travel & motor insurances to cover any such losses.

### **Liability for Damage to or loss of Millharbour Residences property**

The Guest is responsible for taking reasonable care of the apartment and its contents while staying with Millharbour Residences. The apartment and all equipment, utensils, furniture etc. must be left clean and tidy at the end of your stay, or charges may be applied accordingly.

Guests are reminded to lock apartments and close all doors and windows when leaving the apartment.

Except in the case of normal wear and tear you are responsible for any damage to the apartment or its contents during your stay which has occurred due to the negligence, wilful default or irresponsible behaviour on the part of yourself or those occupying the apartment or their guests. Any damage must be reported to the on-site Concierge/Management without delay.

### **No Parties Policy - Use of Millharbour Residences Property and Quiet Enjoyment for All Guests**

The use of any Millharbour Residences Property for the purpose of conducting business of any kind, without the consent of Management, is expressly forbidden. The Guest shall do nothing in the accommodation which is a breach of the law.

The Guest shall not at any stage cause a nuisance of any kind or behave in an anti-social manner to fellow guests or staff members.

Millharbour Residence and the Guest agree that no tenancy rights accrue as a result of the usage of property.

The Guest may not re-let/sublet the apartment to any other third party.

Millharbour Residence reserve the right to refuse a Customer entry and accommodation if, on arrival Management reasonably considers that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.

Millharbour Residences operates a strict No-Party policy. The maximum number of people per apartment should not be exceeded and noise levels must not cause a disturbance to other guests. Additional charges of £500.00 will be levied on a Guest's account if there is evidence of a party having taken place.

The maximum apartment occupancy is set out on your booking confirmation. We do not accept more than 4 guests in the 2-bedroom apartments, and no more than 2 guests in 1-bedroom apartment, not including infants as per child policy below.

Guests shall comply with all reasonable rules and procedures in effect at the property, including but not limited to health and safety and security procedures and requirements as to registration.

### **No Smoking, No Drugs and No Candles Policy**

Millharbour Residences are by law non-smoking properties. A charge of £500.00 per night will be applied in the event smoking has occurred inside the apartments.

Use of candles or any naked flames in the apartments is strictly prohibited.

If there is the suspicion of drug use in the apartment company policy is that the police will be called immediately without prior warning.

### **Access to the Apartments by Management**

The Management and its authorised personnel may at any time access the apartment for the purpose of inspection of the apartment, and to carry out repair or maintenance work.

### **Child Policy**

Guests under the age of 18 years must be supervised by at least one adult per apartment. The lead Guest will be responsible for the conduct of the remaining Guests and will be required to provide a security deposit for the group.

Children under the age of two stay free of charge when accompanied by adult and do not count as occupants. This is however dependent on suitable apartment availability and all local fire regulations. All children over the age of two are regarded as adults when determining occupants of an apartment.

### **Complaints Procedure**

Any comment or complaint regarding the stay should be made to the Concierge Desk or the Millharbour Residences Reservations Team via email ([stay@millharbourresidences.com](mailto:stay@millharbourresidences.com)) during the visit so that the matter can be resolved immediately.

### **GDPR**

Millharbour Residences is committed to preserving the privacy, integrity and security of the personal information we hold about our customers. For full GDPR T&C's visit our website [www.millharbourresidences.com](http://www.millharbourresidences.com)

**We welcome you at Millharbour Residences and wish you a very pleasant stay!**