

# Portland Apartments Terms & Conditions

## Confirmation of booking

It is implied that a contract between you and us will be bound when we issue written confirmation of your booking and you agree to the terms and conditions as stated below:

To confirm a booking we will issue written confirmation, which you are required to check and notify us immediately of any incorrect information.

The rates you see on the website at the time you make the booking are the rates we will use

Full payment is required upon confirmation of booking.

## Altering a booking

Alterations can be made once the booking has been confirmed. If it is required to reduce the term of the stay an administration fee of GBP50 will be applied. If you need to extend your stay please give as much notice as possible to allow us to accommodate you as they are subject to availability, and full payment is required at the time you notify Portland Apartments.

## Cancellations

The responsibility of cancelling a booking lies directly with the guest.

Cancellation must be made in writing to:

Portland Apartments  
Portland Street  
Cheltenham

Initial notification can be made via email or telephone, it must be followed by written confirmation. All cancellations must be confirmed in writing.

If a cancellation is made 28 days prior to the arrival date, and fully acknowledged by Portland Apartments a full refund will be issued.

If it is not possible to re-let the apartment for the full period a cancellation charge will be payable based on the number of days before your arrival date as shown below:

More than 28 days	Full refund
15-28 days	25%
8-14 days	50%
1-7 days	80%
Arrival date or later	Nil

If the cancellation is received less than 14 days prior to the arrival date the refund will be dependent upon the property being re-let and the amount refunded will be proportionate.

An administrative fee of GBP50 will be administered in all cases of cancellation.

No refunds will be made for non arrivals.

In the event that the accommodation is not cancelled under the terms and conditions the company reserve the right to funds in accordance with the terms and conditions.

### **Prices**

All prices are quoted in UK Pounds Sterling.

The prices quoted include administration costs, unless otherwise stated.

### **Methods of Payment**

Portland Apartments are please to accept the following methods of payment:

- Visa, Mastercard, Diners, Maestro, American Express & Delta – a 2.5% charge will be applied to card payments.
- Cash
- Bank transfer – payments can be transferred directly into our account. Please quote name and invoice number on payment. The payment must be cleared before arrival date.
- Cheques – 7 working days prior to the arrival date should be allowed for your cheque to arrive and for the funds to clear, and should be made payable to Portland Apartment and sent with booking details.
- For reservations made within two weeks of the beginning of your stay the full payment is required at the time of booking. Should payment not reach us on time we reserve the right to cancel any reservations and retain deposits paid. The cost of your accommodation includes all utility charges including council tax.

### **Accommodation and occupancy**

We cannot accept liability for injury, loss, and damage suffered by you or any member of your party unless

- i) there was wilful default by us or any of our agents
- ii) death or personal injury was caused by the negligence of us or any of our agents

The number of people allowed to occupy the apartment is limited by the number of beds.

Additional sleeping accommodation can be provided upon request.

You agree not to use the apartment for any illegal or immoral purposes, and not to cause a nuisance or annoyance to other residents in the building.

You acknowledge that this agreement confers on you the right to occupy the premises for the purposes of a holiday or short-term temporary stay and is not being used as a permanent dwelling house.

You undertake to keep the property and all furniture and fitting and effects in the accommodation in the same state of repair and cleanliness as at the beginning of the letting, allowing for reasonable wear and tear. The visitor is liable for all damages and breakages. No fixtures or fittings are to be removed from the property at any time.

You accept that this letting may not be assigned or sub-let by you.

In the event that any of the conditions of occupancy are broken Portland Apartments reserves the right to terminate the contract with the guest with immediate effect; no refund will be issued.

Portland Apartments reserves the right of entry to the accommodation at all times upon reasonable notice given by Portland Apartments.

Please note that's our suites are not intended as a venue for social gatherings, parties or other such events\*. Each suite type has a maximum occupancy level, which if exceeded will result in forfeit of your deposit and may lead to your immediate removal from the premises without further notice and without refund of any accommodation charges.

The maximum occupancy for each apartment type is as follows:-

1 Bedroom Apartment :- 2 Adult occupants and up to 2 Guests

2 Bedroom Apartment :- 4 Adults and up to 2 Guests

2 Bedroom Deluxe Apartment :- 6 Adults and up to 2 Guests

Where a cot has been supplied the maximum occupancy will be increased to include a child under the age of five.

\*without the express consent in writing from management

### **Guest Complaints Due To Noise**

In the event that our duty manager receives complaints regarding noise levels from your apartment, you may be requested to leave the building immediately and both your accommodation and deposit charges will be forfeit. In the event

that guests refuse to vacate the apartment, having been asked to do so by the duty manager, the police will be asked to attend.

### **Arrivals and Departures**

The apartment is available from 14:00 on the day of arrival until 11:00 on the day of departure. Overstays will be charged as a full day unless previously agreed. Keys can be left inside the apartment on departure. The non return of keys or lost keys will be charged at £20 for replacement.

Guests who leave prior to the agreed departure date will be charged for the full duration of the booking, subject to the accommodation being re-let. Refunds are discretionary and subject to an administration fee.

We advise all our guest to take out appropriate travel insurance.

### **Security Deposit**

Valid credit card details are required for the security deposit at the time of booking. Portland Apartments reserves the right to deduct from the card any amounts chargeable. Any charges will be notified prior to being deducted from the card.

An inventory will be provided upon arrival, this must be checked and signed by you and a representative from Portland Apartments before handover of keys. A signed copy of these terms and conditions must also be returned to us by each guest.

### **Additional facilities**

High chairs and cots can be provided upon request.

### **Telephone and internet charges**

Broadband is supplied to each apartment. Portland Apartments will try to ensure that this service is available at all times. If there is a fault which is deemed to be connected with the users hardware or software, no support will be available.

### **Services and Repairs**

Portland Apartments cannot be held responsible for any failure or interruption of services to the apartment, including electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property.

If stipulated, on arrival Portland Apartments will provide an awareness brief of the apartment and services.

### **Pets**

We regret that pets are not allowed into any of the apartments.

### **Smoking**

Portland Apartments operates a **strict no smoking policy**. Smoking is not allowed in any of the apartments or apartment block. If, in our opinion

smoking has occurred in the apartment during your stay we reserve the right to charge you for additional cleaning.

### **Car Parking**

Unfortunately parking is not guaranteed unless otherwise stated.

### **Cleaning and Linen**

Linen and towels will be replaced on days specified by us. Weekly refresh cleans will commence from 9am on specified days, if the cleaners are turned away the cleaning will not happen until the following week. Additional cleaning will be charged at GBP30 per clean.

### **Key Collection**

Collection of keys and check in are between 14:00 and 19:30. If your arrival time is outside these hours please give Portland Apartments 48 hours notice in order to put in place the necessary arrangements.

### **Warranties and Liabilities**

Nothing contained in the contract between you and Portland Apartments shall create or be deemed or implied to create any relationship of landlord or tenant between Portland Apartments and you. Portland Apartments warrants that it will provide the services pursuant to its contract with you using reasonable care and skill. All other warranties are expressly excluded to the fullest extent permitted by law. Portland Apartments is not responsible in any way for loss of or damage to any of your personal belongings and we recommend that you obtain appropriate insurance to cover loss or damage to personal property during your stay. We are not liable for the acts or defaults caused by third parties or for events outside its reasonable control. The entire liability of Portland Apartments under or in connection with its contract with you shall not exceed the rental charge. Nothing in the terms shall affect a consumer's statutory rights. Although we have endeavoured to ensure all information on this website and in our publications is correct at the time of publication, we do not warrant the accuracy, adequacy or completeness of the information contained on its website or in our publications. Portland Apartments reserves the right to alter, substitute or withdraw any service, facility, amenity or the content of its website or any publication at any time, without notice if necessary, and without any liability to you.

### **Out of office calls**

Any non-urgent calls made to our 24 hour property management line outside normal office hours will be charged at GBP20 per call.

### **Website**

Information and images of our website [pacheltenham.co.uk](http://pacheltenham.co.uk) are regularly updated. However, information and images are subject to change without notice.