

## Property Rental Terms & Conditions

[Please ensure you read our Terms & Conditions carefully before signing the booking form.](#)

Accommodation Windsor Limited is based at Alma House B & B, 56 Alma Road, Windsor, Berkshire SL4 3HA United Kingdom. Telephone: +44 (0)1753 833747. Fax Number is 01753 856667.

Accommodation Windsor Limited (also mentioned herein as "we" or "us" or "accommodation-windsor.co.uk or accommodationwindsor.com") reserves the right to amend these terms and conditions on a periodic basis when necessary. Amendments will be posted on our website. These conditions are subject to acceptance by all in-going tenants and may be amended to suit personal circumstances.

By completing and returning our booking form, you are entering into a binding agreement with Accommodation Windsor Ltd and are deemed to be accepting our Terms & Conditions herein, also published on our website.

### Section 1 - General

#### 1a. Subletting and taking accommodation by way of license

There is no assured short-hold tenancy agreement created with a short term let, accommodation is provided by way of a license. It is not permitted to sublet all or part of the property to a third party – all persons residing at the property must abide by the terms and conditions. By completing our booking form or rental agreement you give your authorization for us to contact credit reference agencies and to make enquiries relating to your financial and moral standing. The details supplied by you may be checked against those held on credit reference agency databases. This does not affect your ability to obtain credit or other services in any way. By signing here you agree that your contract is with Accommodation Windsor Limited and not the owner of the property. You must not enter into negotiations directly with the owner with regard to renting the property directly from them. Our agency fees / profit will still be due from you should this be the case.

#### 1b. Number of persons using the apartment

We must be notified of each tenants' name on the booking form in advance. It is not permitted to allow other people (not named on the booking form) to stay at the property or use the property's facilities without prior notice, which may be reasonably withheld. The number of persons using the apartment must not exceed the maximum number (of adults & children) stated on the booking form. Accommodation Windsor Ltd reserves the right to ask the tenant to leave if this condition is broken.

#### 1c. Pets

Pets are not permitted at any property unless otherwise agreed to in advance. A charge will be levied for professional cleaning if pets have been allowed into a property without prior written authorisation. This may include charges for loss of business whilst the property is deep cleaned.

#### 1d. Termination

In the event of the resident's non-conformance of all terms & conditions, or unsuitable conduct causing disturbance to other residents, the accommodation agreement will be terminated immediately and guests will be required to leave the property on request.

#### 1e. Access

During your stay we may need access to the property for various reasons, mainly maintenance issues (as mentioned in section 5 below) or to hold viewings. We reserve the right to access the property at any reasonable time during the booking but will endeavor to notify you prior to each visit where possible.

### Section 2 – Payment, Cancellations & Rental Extensions

#### 2a. Payment in Advance (for bookings during the London Olympic and Paralympic Games 2012 please see the Addendum Page at the end of this document)

On booking, a non-refundable reservation deposit of GBP 200 will be required to reserve the accommodation. Bookings will be confirmed once this reservation deposit is received. Full payment for all bookings will then be due two weeks in advance of your arrival date. For bookings in excess of four weeks payment is also required two weeks in advance. The reservation deposit will be deducted from the final rental balance; the balance must be paid two weeks before arrival. We cannot allow access to the property without full payment being received as cleared funds by us. **PLEASE NOTE THAT FOR BOOKINGS DURING THE LONDON OLYMPIC AND PARALYMPIC GAMES 2012 SPECIFICALLY FOR STAYS THAT CROSS THE DATES FROM 01/07/2012 UNTIL 30/09/2012 a different payment policy will be in place - [see the Addendum](#) at the bottom.**

For any outstanding amounts we reserve the right to charge interest at 4% above The Bank of England base rate for each date that rent remains unpaid once a contract is entered into by submitting your booking form to us.

Please note that if a property is booked on your behalf by a third party (whether this be your company, an agent, insurance company or other) and the third party does not make any part of the required payment for the accommodation then the tenant will become liable for this rental payment. Please note that if rents remain unpaid Accommodation Windsor Limited reserves the right to evict the tenant and any guests plus their belongings from the property immediately without warning. Please note that VAT is not payable on rent.

#### **2b. Moveable Bookings**

You may be offered a 'moveable' booking if we are unable to book you into the apartment you have requested. Although accommodation is confirmed in advance, the exact apartment is not guaranteed prior to arrival. There may be occasions, because of circumstances beyond our control, where we will need to amend prices at short notice. If this cannot be avoided we will endeavour to inform guests of such changes before arrival.

#### **2c. Extension of Stay**

We will endeavour to contact you to ascertain if you plan to extend your booking, however we ask you to inform us as soon as possible if you are planning an extension. You will be asked to complete a new booking form relating to the extended period. Rates quoted for accommodation may be subject to increase after the initial period booked (i.e. for extensions of stay) depending upon the duration requested and the season. We will inform you of rate increases before confirming your extension. All extensions will be subject to the same terms and conditions of the original booking unless the period cross that of the London 2012 Olympic Games - [see the Addendum](#) at the bottom for more information. Extension forms must be returned within 48 hours of the date sent (except where special circumstances have been agreed upon) in order to confirm the booking; we cannot guarantee apartment availability after this period.

#### **2d. Cancellation and Refund Policy – PLEASE SEE THE ADDENDUM AT THE END OF THIS DOCUMENT FOR ALL BOOKINGS DURING THE LONDON OLYMPIC AND PARALYMPIC GAMES 2012 AS THE TERMS ARE DIFFERENT.**

Four weeks notice is required to avoid charge. Rent cannot be refunded once paid, unless we are able to re-let the property, in which case you will be reimbursed for the number of nights re-booked less a £200 administration charge. Please put your cancellation in writing to us at the above address or by fax on +44 (0)1753 856667. If a reduced rate has been offered for a longer stay that has subsequently been cancelled then the rate will revert back to the rack rate for the period stayed. An admin fee applies.

### **Section 3 – Tenant Responsibilities**

**Accommodation Windsor Ltd reserves the right to charge your credit/debit card for items listed in sections 3, 4 & 5 (below) if the Terms & conditions are not adhered to. This may include cleaning, damages, telephone / internet call charges, satellite charges, breakages and or loss of items.**

#### **3a. Smoking**

Accommodation Windsor Ltd operates a strictly NO SMOKING POLICY. Smoking is not permitted in any properties or in any communal areas of apartment blocks. If smoking has occurred in the property during your stay we reserve the right to charge you for professional cleaning of the apartment, plus vacant days while the property is aired.

#### **3b. Damages, Breakages and/or Loss of items**

It is the tenants' responsibility to take care of furniture and equipment provided at the property. Guests will be held accountable, and must pay for any damages, breakages or loss of items incurred by you or members of your party, or your visitors during your stay at the property. Replacement items must be of the same quality as the originals. Please notify us as soon as possible of any damages so that we may limit the cost and be able to replace any items for the next tenant if you are unable to do so.

#### **3c. Keys**

On departure please return all keys to Alma House, 56 Alma Road, Windsor, by 10am unless alternative arrangements have been agreed upon. If any keys have been lost or are not returned, you will be charged with the cost of re-cutting a new set and changing locks on the property. This also applies to parking remote controls, which cost between £50 and £75 to replace. If, under exceptional circumstances, you are unable to return the keys to our office please call us prior to your departure to make alternative arrangements. Guests are not entitled to make duplicate copies of keys.

#### **3d. Cleaning**

The property will have been cleaned to a high standard before your arrival. Please ensure that you leave it in a similar condition on departure. If, in our reasonable opinion, the property is left in an unacceptable condition your credit card will be charged with a cleaning fee in the region of £75 - £150. Alternative payment options can be arranged on request.

- i. **Oven** Please leave it in the same condition in which you found it.
- ii. **Vacuum Bags** Kindly empty out and change vacuum bags as necessary.
- iii. **Food** Kindly remove all food items from cupboards & fridge/freezers.
- iv. **Waste** Please ensure you dispose of all trash / rubbish on departure.

### 3e. Weekly Servicing

Weekly services should be requested when booking your accommodation. Servicing is not included in our rental prices, this is an optional extra.

Our weekly servicing includes a bed linen and towels change, and a general clean of each room including kitchens and bathrooms. It does not cover washing-up of plates / dishes or tidying up of personal belongings, which are the responsibility of the tenant. If the cleaners are turned away for any reason, the cleaning will not be re-scheduled until the following week. If you require additional cleaning on top of the scheduled cleaning, these will be charged for. For prices please call us or see our website. A weekly service cannot be guaranteed if requested after the booking has been made.

### 3f. End of stay cleans

End of stay cleans can be requested at the time of your booking or up to two weeks prior to your departure date. For prices please call us or see our website: <http://www.accommodation-windsor.co.uk/end-of-stay-cleans.htm> Our housekeeping team will perform a standard clean of the apartment at the end of your stay without charge but this does not include the removal of your unwanted belongings, trash, unused food (unless unopened or reusable by future guests – like condiments, cooking oil etc) or washing up. Please leave the property in a similar condition to how you found it. If you prefer not to then let us know and we will charge you for a complete end of stay clean.

### 3g. Laundry

Please ensure you leave all bed linen and towels at the property when you leave. We will arrange to launder these items. Please note that there will be an additional charge if any items are missing, badly soiled or damaged.

### 3h. Refuse

Kindly dispose of all of your own trash / rubbish before vacating the property. Please ensure that you remove and dispose of all food from the fridge / freezer and cupboards. (It is acceptable to leave unopened and non-perishable products for future guests).

On vacating the property please DO NOT turn off fridges / freezers.

### 3i. Noise

Please be respectful to your neighbours and keep noise to a minimum. We reserve the right to evict troublesome and noisy guests staying in any of our apartments.

### 3j. Redirection of Mail

It is the responsibility of the outgoing tenant to arrange the re-direction of mail prior to your departure date. Sheer volume dictates that we cannot provide this service, staff are instructed not to receive, hold or forward any mail for tenants or landlords. We would therefore appreciate your co-operation in not requesting this.

### 3k. Belongings Left at the Property

After your departure, should we find that personal items have been left behind you will be notified via e-mail. Any items left in our properties will then be held at our offices in Alma Road, Windsor for **1 week only**. Please note that after 1 week any items remaining will be disposed of, or donated to charity. We cannot hold items longer than this due to a shortage of storage space.

### 3l. Insurance

It is important that you have your own personal insurance, as you will not be able to make any claims via the homeowners insurance. You will also not be covered against loss or damage to personal items or injury to yourselves and any of your party members. If you would like cancellation insurance please see details of a good scheme at <http://www.selfcateringinsurance.co.uk>

## Section 4 – Utility Bills & Other Services

### 4a. Council Tax, Water Rates, TV License, Gas & Electricity

Unless otherwise agreed we will include the cost of these bills in your weekly/monthly rent. Utilities such as water, gas and electric and supplied at domestic usage levels only. Additional charges may apply for excessive consumption of gas, electricity and water so please ensure that you turn off all heating and appliances when not in use and ensure that taps are not left running.

Please note that any appliances i.e. televisions that you have altered must be reconfigured to their original settings on arrival (a charge will be made for televisions that require re-tuning on departure).

### 4b. Domestic Usage on Utilities

As stated in section 4a. we will include the cost of utilities in your weekly/monthly rent up to an acceptable limit for domestic usage only. This limit is available on request. Please do not leave heating and electrical items switched on 24 hours a day or when you are not inhabiting the property. Additional charges may apply for excessive utility bills over and above standard domestic usage.

#### 4c. Telephone Bills

If the property has a telephone, you will be responsible for paying the cost of all calls and/or additional internet usage (unless agreed as included). In most cases call barring will be enabled on the line unless you have arranged for the line charges to be billed to you or placed in your name. We reserve the right to charge your credit/debit card for telephone calls if a bill arrives after your departure, for the period that you stayed in the property. Please note a £5 administration fee will be added to your final bill to cover the cost of billing. Where credit card phones are installed there will be no additional charges other than the call charge via the credit card.

#### 4d. Internet Access

High-speed internet access has been provided in most properties. Where supplied, all internet connections have a fair usage policy in place and have a maximum download allowance. This will always be sufficient for general day-to-day usage (emails and surfing) but may not be sufficient for downloading large files, movies etc. Additional usage can be requested and purchased where required. Please ask for rates and give at least 48 hours notice where possible.

### Section 5 - Maintenance

#### 5a. Problems - Drains, Electrical, Gas and Appliances

Please notify us immediately if you experience any problems and we will endeavor to solve them as quickly as possible. If your emergency is outside office hours (9am - 6pm) please call the emergency line **07919 614559**. This number is solely for emergencies; general enquiries will be dealt with during office hours on 01753 833747. [Call out charges](#) apply for out of office calls.

You will be liable for any damages or water leakages occurring as a result of misuse of equipment and pouring unsuitable items into drains (e.g. fat, oils, solids, hair, creams, etc). Please notify us as soon as possible of any maintenance issues so that we can limit the damage & cost.

Please note that where problems occur that are beyond our control - power failures from the grid, mains water supply failures, gas supply disruption, acts of God, storms, earthquakes, terror attacks and the like, we will not be liable for damages caused to belongings or property or alternative accommodation costs if these situations have not been caused as a direct result of our supply of the property. We will however endeavor to assist clients where possible with finding suitable alternative accommodation where possible.

#### 5b. Foreign Appliances & ELECTRICITY SUPPLY

Our electricity supply in the UK is **240 volts**.

Please do not plug in any appliance that cannot take this level of voltage. If you do so the result is usually that the appliance will be ruined and the main electricity supply will trip out. If this occurs please UNPLUG YOUR APPLIANCE and reset the fuse that has tripped. Usually one of the fuses will be up when all others are down. This will be the circuit that has blown. Simply flick the switch back down and the circuit will be live again. **Make sure** you have removed your appliance from the plug socket beforehand.

Please note that a **call out charge of £50** will be payable if we need to attend the property due to foreign appliances being plugged into UK sockets. If the appliance belongs to the property then the cost of purchasing a new appliance will also be payable. We want you to have a happy and safe stay at our accommodation so please follow these instructions closely.

#### 5c. Parking Fines and Clamping

Where an apartment building or property has parking controls in force such as clamping, towing or parking fines, Accommodation Windsor Limited cannot be held responsible for fines, clamping or towing charges under any circumstances however caused. It is the responsibility of the tenant to ensure that they have a valid permit in their possession and on view in their vehicle where applicable and that they are allowed to park in the space / carpark relevant to the property.

**Force Majeure:** Please note that where problems occur that are beyond our control - power failures from the grid, mains water supply failures, gas supply disruption, acts of God, storms, earthquakes, terror attacks and the like, we will not be liable for damages caused to belongings or property or alternative accommodation costs if these situations have not been caused as a direct result of our supply of the property. We will however endeavour to assist clients where possible with finding suitable alternative accommodation where possible.

Our office hours are from 9am to 6pm Monday to Friday and 9am to 2pm on Saturday if you need advice.

Thank you, enjoy your stay!

PLEASE SEE THE ADDENDUM BELOW FOR BOOKINGS DURING THE LONDON 2012 GAMES

**Accommodation Windsor Limited. Alma House, 56 Alma Road, Windsor, Berkshire SL4 3HA**

Registered in England and Wales. Company Registration Number: 05809198

Office Telephone: +44 (0)1753 833747

## **Addendum to the Terms & Conditions**

Dated 1<sup>st</sup> November 2011

**This relates specifically to accommodation bookings during the London Olympic and Paralympic Games 2012 and relates to sections 2a and 2d above.**

Due to the expected high demand for quality accommodation just before, during and immediately after the London 2012 Olympic and Paralympic Games - specifically for any bookings that cross into the period from 1st July 2012 to 30th September 2012 our terms and conditions will vary slightly as follows:

### **2a Payment in Advance - FOR ALL BOOKINGS DURING THE LONDON OLYMPIC AND PARALYMPIC GAMES 2012**

On booking, a non-refundable reservation deposit of 50% of your rent will be required to reserve the accommodation. Bookings will be confirmed once this reservation deposit is received. Full payment for all bookings will then be due EIGHT weeks in advance of your arrival date. The reservation deposit will be deducted from the final rental balance; the balance must be paid EIGHT weeks before arrival. We cannot allow access to the property without full payment being received as cleared funds by us.

We will send you a reminder about this payment nearer to the 8 weeks advance period. If after two reminders have been sent we have not received the balancing payment of the rent for the property you have booked you will forfeit the reservation deposit you have paid and the property will be made available to other enquirers. This means that you risk losing your initial payment if you do not make payment when requested 8 weeks prior to your arrival date. Please make sure that you have funds available to pay the balance of the rent for the accommodation by the timeframe agreed to avoid disappointment. We wish to make the booking process as stress free as possible and need time to confirm bookings to landlords at this very busy time.

Please note that we are unable to refund any part of rents paid for bookings during the London Olympic and Paralympic Games – specifically for any bookings that cross into the period from 1st July 2012 to 30th September 2012.

### **2d. Cancellation and Refund Policy – FOR ALL BOOKINGS DURING THE LONDON OLYMPIC AND PARALYMPIC GAMES 2012**

A minimum of EIGHT weeks notice is required to avoid charge. Rent (including your reservation deposit) cannot be refunded once paid. Please put your cancellation in writing to us at the above address or by email to [enquiries@almahouse.co.uk](mailto:enquiries@almahouse.co.uk) or by fax on +44 (0)1753 856667. If you have paid a reservation deposit and you are cancelling more than eight weeks before your planned arrival date then you forfeit only the reservation deposit. In other words the balance of the rent will not be payable and the property will be offered to other enquirers.

If you would like to clarify any of these points please email [enquiries@almahouse.co.uk](mailto:enquiries@almahouse.co.uk) or telephone us on the number below.

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