

Thank you for booking with Cotels Management Ltd. All bookings are subject to our terms & conditions as outlined in this document, therefore please ensure that all parties involved (e.g. bookers, agents & all guests booked to stay) have **read and understood each item**.

## **BOOKINGS**

### **Terms of Booking**

All prices quoted on our website are in GBP and are an indicative rack rate, excluding VAT. When you book on-line this is a fully inclusive price.

All rates quoted are fully inclusive of utilities including council tax and TV license fee, parking (where available), SKY TV channels (where applicable), Wi-Fi access, linen, towels and weekly maid service (stays of 1 week or more).

No contracts are required however valid credit card details are requested in the case of any additional charges or damages. Cotels Management Ltd reserve the right to deduct from the card details provided, all amounts chargeable under these conditions, including, but not limited to, further accommodation charges.

### **Apartment Provision**

Cotels Management Ltd will provide a fully furnished apartment as specified, or of a similar standard and location for the dates as booked, for the rates as quoted.

All apartments will be maintained and serviced by us.

All utilities will be paid for by us.

### **Cancellations**

If you need to cancel your booking you are entitled to do so with no charge providing cancellation has been received:-

Stays 1-6 nights – 48 hours minimum  
7 days plus – 7 days minimum

Should notice periods not be adhered to charges will apply as per the notice received.

For example, on a 14 day stay if cancellation is received 7 days prior to arrival, there will be no charge. If the notice was received 5 days prior to arrival, then 2 nights stay will be charged and 5 nights refunded.

Non-arrivals are non-refundable or transferrable.

### **Amendments to your Booking**

We pride ourselves on our flexibility and are happy to make amendments to your booking wherever possible, providing the notice periods above (\* see Cancellations) have been adhered to.

Extensions may be possible dependant on availability. Should the same apartment not be available we shall advise you of any alternative options available.

### **Changes to your Booking**

On occasion, it may be necessary to re-allocate your apartment. In most cases this will be an identical apartment in either the same or similar development; however this may not always be possible. We shall endeavour to inform you of any changes prior to arrival.

Should none of these options be acceptable you may cancel the booking with no notice terms and receive a full refund, which will be deemed as full and final settlement.

In the very unlikely event that we will need to cancel your booking, we shall attempt to find a suitable alternative for you for the same price. Should this not be acceptable to you, or possible for us to find a suitable alternative, a full refund will be given deemed as full and final settlement.

We regret that we cannot accept liability for any loss, damage or additional expense where a booking needs to be altered or cancelled, or we are unable to perform our obligations due to events that could not have been reasonably foreseen or avoided, such as war, terrorist activity, natural/man-made disaster, adverse weather conditions etc.

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## APARTMENT POLICIES

### Smoking

We appreciate that guests may or may not smoke and that both need to be catered for. All apartments are strictly **NO smoking INSIDE the apartment**. This is due to the potential fire hazards, to protect the property and furnishings from damages/odours and is a stipulation from the building management company.

At our Centro Northampton development there is a dedicated smoking area which will be shown on arrival if you require this service.

Regrettably, should evidence of smoking either during your stay or on departure will incur an instant fee of £180.

Guests will also be fully responsible for any damages/burns, additional cleaning or refurbishment work required from smoke damage. Any re-charges applicable will be made to the credit card details held or deducted from any deposit held.

### Pets

Unfortunately we are not able to allow pets of any type, as per the terms of the building leases. Guests found to have pets present will be asked to re-house them and any losses caused from damages, infestations, charges or fines will be re-chargeable to the guest in full.

### Number of Occupants

The apartment cannot be re-let/sublet to any other group/party without the prior knowledge and consent of Cotels Management Ltd.

### Noise Levels

A noise curfew is in operation at all locations between 11pm & 8am. Please kindly refrain from excessive noise levels/loud music at all times in consideration for other residents.

### Nuisance Behaviour/Complaints of any Nature

Complaints of any type that are received will be taken very seriously and action taken accordingly.

We operate a zero tolerance policy and must respond to any complaints received no matter what the nature or cause and are obliged to act in the interests of the development and its other residents.

### Rights of Access

Representatives and sub-contractors of Cotels Management Ltd may need to visit your apartment on occasion for the purpose of carrying out essential maintenance/repair work.

We will endeavour to contact you prior to their visit and with the minimum of inconvenience. We reserve the right to access the apartment at any time without prior notice, if it is deemed necessary (e.g. to investigate the report of a leak to another apartment).

### **Personal Effects/Personal Injury/Insurance**

Cotels Management Ltd cannot be held responsible for any damage or loss to either your personal belongings, or for any personal injury that may occur during your stay.

Neither we, nor our representatives, can be held responsible for any circumstances beyond our control, including (but not limited to) mechanical breakdown, illness or failure of any public service supply.

We would highly recommend that all guests obtain appropriate travel and personal insurance cover, including contents cover for their personal effects as this is not provided or included as part of your booking.

### **Liability**

We use all reasonable efforts to ensure that the apartments offered by us are properly arranged and high standards are maintained. We accept responsibility to take reasonable care in the organisational aspects of the stay, however we are not liable and cannot be held responsible for the actions of other residents/owners or any other suppliers involved in your stay.

### **ADDITIONAL CHARGES**

#### Damages

Guests are fully responsible for taking all reasonable care of the property, its fixtures and fittings and its contents during your stay and we would expect you to leave the property in a good condition on departure.

If accidental damage does occur during your stay, then kindly let us know where we shall advise if any charges apply.

Any damages, missing items found either during or at the end of the stay will be advised and re-charged accordingly for either the repair or replacement of the item(s).

If an apartment is left uninhabitable due to the extent of damage caused, we also reserve the right to charge for any loss in revenue in addition to the cost of the repairs.

Photographic evidence will be provided wherever possible.

#### Additional Cleaning

Our house-keepers will attend to the apartment on your departure, however we would request you leave the apartment in a tidy condition and ensure all washing up is attended to prior to leaving.

Any apartments requiring additional cleaning time due to their condition will incur a re-charge cost of the hours spent by our house-keepers @ £12 per hour.

If in our opinion, further professional cleaning due to smoking, or upholstery or carpet cleaning is required due to spillages this will also be charged in addition to the house-keeping cleaning fee as per the quotation or a minimum of £120.

#### Lost Keys, Fobs or Parking Permits

If you lose your keys during your stay or lock yourself out of your apartment then please contact us to assist you.

Office Hours 01908 802853

Out of Hours 07508 300782

If you require assistance with re-entry from 5pm onwards Monday – Friday, or during a weekend - then a fee of £90 will be payable and for every hour thereafter to cover the call-out cost of the staff member attending.

The cost for replacing lost keys, fobs or parking permits will also be re-chargeable as advised at the time of occurrence.

## Parking

If a parking permit has been provided to you, then please ensure that you:-

Display the permit clearly in your windscreen

Park in the correct bay number as given on the front of your arrival envelope

Failure to follow this may result in a fine being issued and unfortunately Cotels Management Ltd have no jurisdiction with regards to fines given by the parking company. We are happy to assist you in any way possible with the parking company if you do receive a fine.

## **ADDITIONAL SERVICES AVAILABLE**

### Temporary Beds

Fold Up Beds or Sofa Bed use can be booked at a cost of £15 per night (subject to availability).

### Checking-In and Departure Times

We will be happy to accommodate earlier check-ins and later departures subject to availability. If you require this service then please contact one of our Cotels experts on **01908 802853** || [info@cotels.co.uk](mailto:info@cotels.co.uk).

## **EMERGENCIES**

In the case of an emergency with your apartment (e.g. you have a leak, no electricity) then please contact us to advise:-

### Office Hours 9am – 5pm Mon – Fri

01908 802853

### Out of Hours 5pm onwards/Weekends

Milton Keynes Only – 07508 300782

Northampton Only – 07956 634717

Luton Only – 07944 645607

## **Complaints**

We hope that you will have an enjoyable stay with us, but in the event that you are not entirely satisfied with any aspect of your stay or the service being provided by us, then please notify us as quickly as possible so that we can assist.

You can contact us on:-

Tel: 01908 802853

E-mail: [info@cotels.co.uk](mailto:info@cotels.co.uk)

## **Acceptance of Terms & Conditions**

All reservations and payment of charges are subject to these terms and conditions that are deemed to have been accepted in full by the booker and all persons/guests in the party/anyone involved in the booking process.