

## Client Terms & Conditions

### Terms of Booking

Apartment rates quoted off-line are exclusive of VAT. Online bookings are inclusive of VAT.

All rates quoted are fully inclusive of the following services:

- ✓ Utilities costs
- ✓ Wi-Fi
- ✓ Linen and towels
- ✓ Weekly maid service
- ✓ Parking

There are no contracts or deposits required when booking one of our serviced apartments.

You must be over the age of 25 to book one of our apartments. Cotels refuse the right to refuse key hand-over at their discretion, where a full refund will be given. In this instance Cotels Management Ltd will not be held responsible for sourcing replacement accommodation or for any costs incurred.

All payments are due at least 7 days prior to arrival unless you have an agreed credit term with us.

Bookings are not confirmed unless payment has been confirmed, any issues experienced in obtaining funds may result in your booking request being cancelled.

### Apartment Provision

We 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.



## **Cancellation Terms**

We pride ourselves on our flexibility and appreciate that project start dates and plans can change.

If you need to change the dates of your booking, subject to availability, we can change these for you at no charge providing the length of stay is not shortened.

If you need to cancel your booking, or should you need to leave earlier than anticipated we require just 7 days' notice of cancellation. Any funds paid for beyond the cancellation period will be credited and refunded where applicable.

Non-arrivals/No Shows are non-refundable or transferable.

### **Changes to your Booking by us**

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

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

In the very unlikely event that we will need to cancel your booking, we shall attempt to source a suitable alternative for you for the same price, via our network of providers.

Should this not be acceptable to you, or possible for us to source an alternative you will receive a full refund, which will be deemed 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 cancellation, 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.

### **Cotels Serviced Apartments**

701 South Fifth Street, Milton Keynes MK9 2PR

T: 01908 308310 W: [www.cotels.co.uk](http://www.cotels.co.uk)

*Don't just Stay: live...* 

## **Apartment Use Policies**

### **Fire Safety**

Smoking is not permitted inside our apartments; however dedicated smoking areas are available at all of our developments. Further information can be requested on [info@cotels.co.uk](mailto:info@cotels.co.uk)

The use of candles/incense sticks are not permitted inside our apartments.

Damage/odours found as a result of any of these activities will incur a £150 + VAT fee.

### **Pets**

Pets are permitted at our 7Zero1 in Milton Keynes and Centro in Northampton developments by prior arrangement. A £300 pet deposit is required against any damages, losses or infestations.

Pets are not permitted at our Hub and Vizion locations in Milton Keynes or the Pinnacle in Northampton.

### **Number of Occupants**

The maximum numbers of guests as confirmed at the time of booking are allowed to reside at the apartment – we reserve the right to refuse entry/evict should you be in breach of this condition.

### **Noise Levels**

A noise curfew is in operation at all locations between 11pm and 8am. Please kindly refrain from excess noise levels/loud music at all times in consideration for all of our guests and residents.

### **Parties & Group Bookings**

Our apartments are not provided as a venue for parties, hen/stag parties or group bookings or gatherings of any kind.

We operate a zero-tolerance policy and will respond to any complaints, where we will be obliged to act in the interests of the development and it's other residents.

Guests causing a nuisance, noise or resulting in a complaint of any kind are likely to be evicted with no refunds due. We will not be responsible for sourcing alternative accommodation or for paying any costs incurred as a result of the eviction.

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### **Rights of Access**

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

We will endeavor to contact you prior to the visit and with the minimum of inconvenience, however we reserve the right to access the apartment at any time without prior notice if it is deemed necessary – i.e., to investigate a leak.

### **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.

### **Damages**

Guests are fully responsible for taking all reasonable care of the property, its fixtures and fittings and its contents during their 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).

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All re-charge costs will also incur a £20 + VAT administration fee. 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 Charges**

Our house-keepers will attend to the apartment on your departure, however we would request you leave the apartment in a tidy condition.

Any apartments requiring additional cleaning time due to their condition may incur an additional charge of £60 + VAT.

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 + VAT.

### **Lost Keys, Fobs or Parking Permits**

Loss of keys and or fobs and parking permits will incur a fee for the replacement of the item.

Fobs and Permits have to be ordered and purchased from the building management and are charged at £40 + VAT.

Replacement keys are charged at £25 + VAT per set.

### **Parking Tickets**

With the exception of the 7Zero1 in Milton Keynes car park, we do not operate the parking systems. Should you not display your parking permit and/or park in the correct numbered bay you may receive a penalty fee from the parking company.

Unfortunately, Cotels Management Ltd have no jurisdiction with regards to fines given by the parking company and are not able to have these cancelled on your behalf. You will need to follow the appeal procedure as laid out by the parking company who have issued the fine.

### **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.