

## TERMS & CONDITIONS - PENTHOUSE APARTMENT

1. Takeover time for the apartment will be at 2pm on the day of arrival. Key Handover details will be provided with your arrival details, following payment of the balance. Keys are stored within a key-safe and you will be provided with a combination no. to access this. This code will be changed periodically and must not be divulged under any circumstances to any other party.
2. Upon your arrival you will find 2 sets of keys in the key-safe – a **MASTER** set for your use and an **EMERGENCY** set which should **NOT** be removed unless you accidentally lock yourself out of the apartment. There will also be a **SPARE** set of keys left within the apartment if you require more than 1 set during your stay. Our cleaner checks the above keys are in their place prior to your arrival and they will be checked on your departure – should **ANY** of the above sets of keys be missing / lost etc during your stay, you may be asked to pay charges (key replacement or if deemed required, full lock change), so we urge you to treat the keys as you would your own.
3. The apartment must be vacated by 10 am on the day of departure and the keys placed back within the key-safe.
4. Payments must be made by cash, cheque or internet/bank transfer (sorry - no credit card facilities currently available).
5. The deposit of £100 is Non Refundable and if you cancel this will be retained to cover administration charges.
6. If you make a booking and pay only a low deposit via a special deal / promotion and you subsequently cancel the booking, you will be required to pay the remainder of the deposit to total £100 - this will be retained for administration charges.
7. In order to secure the booking, the balance must be paid 8 weeks in advance of the arrival date OR immediately if the arrival date is less than 8 weeks. The owner has the right to re-let the apartment, without notice, should this deadline not be adhered to.
8. If you wish to change your booking following confirmation, this will be accommodated wherever possible – it is unlikely there would be a charge for this unless excessive work were involved (most companies charge a standard fee of £25)
9. If you wish to cancel your booking, please notify me immediately in writing via post or email –
  - If you cancel giving more than 8 weeks notice prior to your arrival date (i.e prior to payment of the balance), no additional charges will be incurred, although note that the deposit is Non Refundable and you may have a balance to pay if you secured your booking via a low deposit special deal or promotion (as above).
  - If you cancel giving between 4 & 8 weeks notice prior to your arrival date, and assuming you have already paid your balance, then a refund of 50% of the balance will be returned to you. If your balance has not been paid, then an invoice for 50% of the balance will be issued to you and this must be paid within 7 days.
  - If you cancel giving between 2 & 4 weeks notice prior to your arrival date, and assuming you have already paid your balance, then a refund of 25% of the balance will be returned to you. If your balance has not been paid, then an invoice for 75% of the balance will be issued to you and this must be paid within 7 days.
  - If you cancel giving less than 2 weeks notice prior to your arrival date, and assuming you have already paid your balance, then NO refund will be issued. If your balance has not been paid, then an invoice for 100% of the balance will be issued to you and this must be paid within 7 days.
10. I have a **STRICT NO SMOKING** policy **WITHIN** the apartment, and anyone found to be smoking in the apartment OR within the communal areas within the building will be issued with an invoice for a minimum of £50. Smoking is permitted outside with respect for the surrounding area. Please do not dispose of cigarettes on the surrounding area.
11. **PETS** are **NOT** permitted within the apartment except with prior agreement from the owner.
12. Use of Candles & Tea Lights etc are not permitted within the apartment due to fire regulations.
13. The Price list includes use of all required Gas, Electric and Central Heating / Hot Water – all that I ask is that you use these facilities respectfully, as you would at home in order to keep my prices reasonable – unlike others, I do not charge extra for OR restrict the use of facilities such as Central Heating.
14. The apartment is extremely well equipped, for the benefit of all of my guests – I am happy for you to use any of the equipment, including use at the beach etc (e.g. deckchairs,, windbreaks etc) and again, all that I ask is that you treat the items with respect, as you would your own and please ensure they are returned to the apartment or shed before your departure.
15. Small items of breakage e.g. glasses, cups, plates etc are expected from time to time and I make no charge for such accidents, it is a requirement for to advise me asap such that I can arrange for replacements before the arrival of the next guests.
16. More serious damage **MAY** need to be paid for (OR may be covered by my insurance subject to an excess). If such damage was incurred during your stay, your honesty would be appreciated in contacting me asap such that the problem could be rectified and discussed. My cleaner will enter the apartment following each visit and will advise me of such problems should they occur, at which point I would contact you if you had not reported the incident.
17. Mattress soiling has been a big issue and has caused us lots of expense for replacements. Our cleaner checks the mattresses at each handover and should a mattress be soiled during your stay, it will have to be replaced, for which you will be charged. We do provide waterproof mattress protectors which we urge you to use if required.
18. We expect guests to show full respect for our property during their stay, plus it must be left in a tidy state upon departure e.g. pots washed and put away, fridge emptied, rubbish bin emptied etc etc. Our cleaner is paid to clean the apartment and **NOT** tidy up after guests. If the apartment is not left in a reasonable state and we incur additional cleaning costs as a result, these charges may be invoiced to you.
19. My apartment Insurance does not cover any of your personal belongings including money, jewellery, phones, PC's, video consoles etc. Please consider personal insurance for these items if your home insurance does not cover these.
20. If you have **ANY** complaints, please contact me urgently to enable me to rectify the problem asap.
21. If you have **ANY** suggested improvements e.g. facilities within the apartment, please do let me know and I will consider carefully for future guests / return visitors. A customer feedback form will be issued electronically for your completion – it would be appreciated if you could spare a few minutes to complete this OR alternatively, give me a call to discuss.
22. My apartment is leasehold and there is a requirement to adhere to certain standards which I also require my guests to abide by –
  - Keep noise levels to an acceptable level e.g. TV, stereo, musical instruments etc
  - Keep any children under control
  - Do not cause nuisance or harassment to any other tenants
  - No items to be thrown out of windows
  - Keep communal areas tidy and free from any clutter e.g. bicycles, push chairs etc
23. Lost property – unfortunately, due to the excessive amount of items left, and the costs we have incurred historically, we are going to have to charge for the return of any lost property. The charge for return will be £10 administration, plus the cost of postage and packaging. Please therefore be extra careful and make sure you have all of your property before you leave.

How to contact me –

Landline - 01246 240651 }

Mobile - 07780 622331 } evenings or weekends preferably, unless urgent

**Address - 5 Cedar Park Drive, Bolsover, Chesterfield, Derbyshire, S44 6XP**

**Email - [janette.lee@tiscali.co.uk](mailto:janette.lee@tiscali.co.uk)**