TERMS AND CONDITIONS OF BUSINESS – BELGRAVIA APARTMENTS LIMITED ("the Company")

SECURING THE BOOKING: The Company requires a signed and completed Booking Form for all reservations, even if payment is being made by an alternative method to credit or debit card. Upon receipt of the signed and completed Booking Form, the company will send out an invoice for rent, refundable deposit (see below), any extras requested and credit card charges (if applicable). The booking will only be secured once payment of the full invoice value has been received by the Company. In all instances, payment must be received, no later than 14 days before arrival. In the absence of payment, the Company reserves the right to cancel the booking.

FORMS OF PAYMENT: Payment should be made to the Company in Pounds Sterling by any of the following methods: bank transfer, cheque or banker's draft, Visa, MasterCard, American Express or debit card.

REFUNDABLE DEPOSIT: A refundable deposit is taken in respect of every booking. The amount of deposit will depend upon the number of proposed occupants in the apartment and length of staying at the time of booking. The deposit will be held against any arrears of rent, dilapidations or breakages that may occur**. Should the Company agree to the period of occupation being extended, the deposit may be carried over for the duration of the rental.** The deposit, or any balance after deductions, will be refunded following the Company's inspection of the apartment used and settlement of all accounts. Such refund will normally be made within a period of 14 days from departure.

CANCELLATION POLICY: **Notice of FREE cancellation is required at least 8 days prior to arrival to avoid facing a cancellation charge**. Stays of 1 to 14 nights cancelled in the 7 days prior to arrival will be subjected to a charge of 50% on the total cost of the stay. For stays of 15 nights or more, cancelled less than 8 days prior to arrival will be subjected to a charge equal to 07 nights' stay.

FOR NO SHOW, guests will be charged 100% fee. This cancellation policy also applies to in-house guests.

ACCOMMODATION AND LOCATION: The Company does not guarantee the availability of any apartment prior to arrival. However, the Company will always use its best endeavours to ensure that the guest is provided with accommodation in an apartment of similar standard and location to that envisaged at the time of booking.

INCLUSIVE & ADDITIONAL CHARGES: Rental rates include gas, electricity, heating, water, cable television package and Local Authority council tax. The Company reserves the right to adjust control systems if fuel is wasted unnecessarily. Prices quoted also include a weekly housekeeping service – additional weekday housekeeping is available at extra cost.

BROADBAND INTERNET ACCESS: The Company provides wireless broadband access free of charge in all its apartments. This is provided by a third-party service provider and the Company accepts no liability for loss of service at any time.

AIR-CONDITIONING UNITS: The Company's apartments are not fitted with air-conditioning as standard.

ARRIVAL AND DEPARTURE: Apartments are reserved from 15:00 local time on the day of arrival until 10:00 on the day of departure unless an early arrival or later departure time is requested and agreed in advance with the Company. An estimated arrival time should be given at the time of booking but is required a minimum of 72 hours before arrival.

KEYS: Keys and swipe cards will be usually available on arrival at the apartment block reception with one set being issued per apartment unless otherwise requested. Any keys or swipe cards lost must be reported to the Company immediately whereby a replacement set will be issued as soon as possible at a cost of £50 for keys and £50 for swipe cards. If a guest locks himself/herself out of the property and requires the Company's assistance to gain entry, the Company reserves the right to charge an administration fee and any direct costs incurred.

LOSS/INJURY: The Company accepts no liability or responsibility for loss or damage to personal property nor for any costs incurred by guests due to travelling delays or alterations, nor for personal accident, death or injury to the guest or member of the guest's party or visitor howsoever caused.

OCCUPANCY: The number of persons permitted to occupy each apartment is limited to the number of occupants listed on the Booking Form. This number must not be exceeded. The Company reserves the right to terminate the rental without notice and without refund in the case of a breach of this condition.

CLEANING: All properties are professionally cleaned on departure. Guests are responsible for leaving the apartment in the same condition as on arrival i.e. interior fixtures and fittings in the same place, state and condition, full disposal of rubbish, crockery and cutlery washed-up and returned to cupboards. **The company offers a cleaning service free of charge once a week for bookings of 7 nights or longer. However, if required by the guest extra cleaning can be provided at an extra cost.**

JURISDICTION: The Company's terms and conditions of business are subject to the laws of England. The Company and the guest will submit to the exclusive jurisdiction of the English Courts.

EMAIL: From time to time, we may email you special offers – however, you can opt out at any stage.