

# **Extended Stay & Short-Term Renting Terms & Conditions**

## **Booking**

Any booking made by you shall be deemed to be an offer by you to rent the relevant apartment(s) subject to these conditions. Bookings are confirmed when Best Western Manor Hotel & Suites has accepted the booking by sending you a Booking Confirmation and has taken payment in full, unless otherwise agreed in writing. For any booking to be confirmed by Best Western Manor Hotel & Suites, a payment date and method must be agreed in advance. By visiting or using our website or any other Online Agent, you agree to comply with the Site Terms and Booking Conditions.

Should payment not reach Best Western Manor Hotel & Suites within the required time, we reserve the right to suspend or cancel any bookings made and any deposit paid may be forfeited.

Where Best Western Manor Hotel & Suites is unable to confirm the initial requested accommodation, we will endeavour to provide a similar alternative and an email or other notification will be sent to inform you of the details. We will endeavour to hold the reservation for 48 hours in order for you to signify acceptance by making payment in full.

As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct you should notify us immediately. Best Western Manor Hotel & Suites cannot accept any liability if we are not notified of any inaccuracy in any documentation within 48 hours of it being sent out. If there is an obvious error in the booking confirmation or invoice, Best Western Manor Hotel & Suites reserves the right to correct it as soon as we become aware of it.

It is the responsibility of the Booker to notify Best Western Manor Hotel & Suites at the time of booking of the names of all the relevant guests and whether they are adults or minors and to supply an address, contact telephone number & email addresses of the prospective guest. Best Western Manor Hotel & Suites reserves the right to request a copy of valid Photo ID (for non-UK guests a passport is required). Additional security checks may be conducted. Please note guests must be 21 years or older and that the ID and name on payment method must match.

## **Rates**

The rates we advertise are to the best of our knowledge correct at the date of publication, but we reserve the right to change any rates from time to time. Rates will be quoted in pounds sterling (GBP) inclusive of VAT. VAT is charged at the current rate. The rate quoted will be for accommodation only. If a Guest stays for a continuous period of more than 28 days, VAT is not chargeable on the part of the payment that is for Accommodation (Not Meals or Incidentals) from day 29. Once a booking has been confirmed, Best Western Manor Hotel & Suites will not change the rate quoted unless you amend the booking.

## **Payment**

Full payment for the rental is due no later than 14 days prior to the arrival day unless otherwise agreed.

## **Security Deposit**

It is Hotel Policy that on arrival we ask for a Pre-Authorisation from a Valid Credit or Debit Card. This is to cover any additional charges including breakages, damages and additional cleaning charges incurred during your stay. We reserve the right to deduct from the security deposit all amounts chargeable under these booking conditions.

## **Check In/Out**

Check In is from 2.00pm and Check Out is 11.00am.

Early Check-In & Late Check-Out may be available upon request but not guaranteed and a fee will incur.

## **Apartments & Occupancy**

Best Western Manor Hotel & Suites will provide you with the accommodation specified as per the booking confirmation, or of a similar standard and location, to live in from the specified arrival date to the specified departure date at the daily rate

shown on the booking confirmation. Our apartments are individual and vary in style. Although accommodation and location are confirmed in advance, the exact apartment may not be guaranteed earlier than 48 hours prior to arrival, however on occasion we reserve the right to change the apartment due to last minute unforeseen circumstances, but we will contact you as soon as possible providing new arrival instructions.

Please note any nuisance or annoyance to Best Western Manor Hotel & Suites, its occupiers, the occupiers of any adjoining premises or any conduct which may alter/ cancel the insurance of the property will not be permitted. This includes causing any sort of disruption to fellow guests or using any manner of threatening or abusive behaviour towards a member of staff. Guests are required to behave in a responsible manner, respect the apartment, its environment and their fellow guests and keep noise to a minimum between the hours of 10pm and 7am. Best Western Manor Hotel & Suites has a 'zero tolerance' to abusive or threatening behaviour. In these cases, we reserve the right to cancel/evict any booking with immediate effect and without a refund.

Best Western Manor Hotel & Suites will coordinate the maintenance and service of the property, including all appliances, H&S checks and furniture, when necessary, at reasonable notice. Please note our maintenance staff will take care of any non-urgent problems reported by housekeeping or guests directly when they are onsite. Best Western Manor Hotel & Suites reserves the right to access all apartments in case of emergencies or suspicious behaviour without notice or prior approval.

All apartments are occupied as serviced apartments and on the basis that no rights of tenancy are created. If this contract is with an individual person (as opposed to a company) then by entering into this agreement the person is declaring that the apartment booked is not his/her principal place of residence.

Please take note of the maximum number of people per apartment below

Deluxe Apartment Sleeps up to a maximum of 4 Adults  
2 Bedrooms – 1 Double Bed & 2 Single Beds

Studio Apartment – sleeps up to a maximum of 2 Adults  
1 Bedroom – Double Bed

Family Suite sleeps up to a maximum of 2 Adults & 2 Children (Children are classed as 12 Years & Under)  
1 Bedroom – 1 Double Bed & 2 Single Sofa Beds

Maximum allowance for additional baby cots in an apartment is one. Please note this may not be applicable to all Apartments.

Please note children are included in the total person count. We advise that all children below the age of 18 years must be supervised at all times whilst staying in our properties and are not allowed to be in the apartments on their own (includes day hours).

Only guests named on the reservation will be allowed to occupy the apartments, Best Western Manor Hotel & Suites operates a strict 'no parties' policy and we adhere to the Maximum Occupancy Regulation for the UK. Any guests who do not comply with these Terms and Conditions, and who use the accommodation for any illegal, business or unauthorised purposes will be asked to leave our premises, forfeiting the cost of stay and deposit.

## Damages

We expect our apartments to be left in a reasonable state of repair and cleanliness on departure. Please advise Best Western Manor Hotel & Suites immediately if anything has been broken or damaged. You must return the accommodation and its contents in exactly the same condition as they were when you arrived, and not alter them in any way. If, at our discretion, additional works are required on departure to return the apartment to a reasonable state, the cost of these works will be charged as an additional rate to the guest/card holder. If the apartment is deemed unfit for occupation, the client will be obliged to pay compensation to Best Western Manor Hotel & Suites for any loss of revenues, in addition to the costs of cleaning and repair.

Damages to the apartment or contents caused by the guest must be paid in full. This is the responsibility of the guest; however, in cases of corporate bookings the booker will be liable. In the event of any breakages or damage discovered after the guest vacates, Best Western Manor Hotel & Suites will notify the Booker by e-mail within 1 week of the guest's departure, providing a detailed breakdown of the applicable charges and the cost of rectifying them. Where possible, we will supply photographic evidence of any damages caused by the guest.

## Pets

We do not accept any pets unless Guide Dogs or Hearing Dogs

## Accessibility

Best Western Manor Hotel & Suites will endeavour to assist guests with special requirements/needs. Please ensure that our Reservation team is made aware of these in advance or at the time of booking. Although we will do everything possible to meet your requests, no guarantees can be given. Please discuss this with our Reservation team and we will do our utmost to assist.

## Booking Extension

An option to extend if required must be requested at the time of the initial booking.

Extensions for current bookings are subject to availability and must be re-confirmed with the reservation team. Extensions are under the same terms and conditions as the initial booking. Please note extensions can only be held for and must be confirmed 7 days prior to the current departure date. Extensions are not offered should the initial booking be confirmed less than 7 days and continuous extensions may not be guaranteed.

## Cancellation Policy

If your Booking has been confirmed by the Best Western Manor Hotel , we would require your Cancellation Request in writing.

Cancellation required by:

- 4 pm 3 days prior to arrival for Bookings up to 7 Days
- 4 pm 7 days prior to arrival for Bookings up between 7 – 28 Days
- 4 pm 14 days prior to your arrival for Bookings 29 Days +

Failing to comply with our cancellation policy will result in a 100% charge.

We reserve the right to apply our Cancellation Charges if you wish to proceed with an Early Departure or a reduction in nights during your stay.

No refunds will be made in connection with stays cancelled as a result of Coronavirus infection or as a result of previous travel arrangements which are not in line with current advice. Refunds will not be made for non-arrivals (No Shows). Non-arrivals will be treated as a cancellation and will be subject to a 100% cancellation charge. Any refund must be agreed by Best Western Manor Hotel & Suites in writing and will be subject to rates of exchange based on the date the refund occurs.

We do not expect to make any changes to your Booking, however occasionally amendments may need to be made and The Manor reserves the right to do so. We will endeavour to contact you to inform you of any changes and offer you alternative Accommodation or a Full Refund (unless it is an occurrence beyond our control)

## No Smoking

All of Best Western Manor Hotel & Suites apartments and buildings are NON-SMOKING. The use of naked flames is also prohibited. Smoking in the internal communal areas of any apartment building is against UK legislation. In addition, it is the guest's responsibility to ensure that no one smokes in the property. If an instance of smoking in the apartment is reported, a penalty charge of £200 + VAT will be charged to cover additional cleaning. Illegal substances are not permitted within any Best Western Manor Hotel & Suites premises.

Tampering with the maintained fire equipment is an illegal act and compromises the Health & Safety of others in our buildings, anyone found responsible of this will be asked to find alternative accommodation and Best Western Manor Hotel & Suites reserves the right to cancel their booking with immediate effect without a refund and loss of deposit. Further costs to rectify any damage to our fire systems will be at the liability of the guest.

## Internet

Guests are strictly prohibited from using our guest Wi-Fi service for the accessing of any pornographic or other illegal sites and material, and from downloading heavy files and movies from illegal sites in general. Best Western Manor Hotel & Suites will make every effort to ensure that the service is available at all times, but Best Western Manor Hotel & Suites cannot guarantee any internet, connection speed or internet connection availability. Use of the internet is entirely at the guests own risk and is provided on the understanding that under no circumstances will Best Western Manor Hotel & Suites be held responsible for any actions that may arise from the use of a guest's internet connection.

Best Western Manor Hotel & Suites reserves the right to pass on any records to the authorities if required to do so. We accept no responsibility for any virus that may be received following a guest's use of the internet; we recommend that your equipment utilises sufficient software protection.

## Insurance

Best Western Manor Hotel & Suites does not provide any insurance for your personal effects or vehicles, nor is this provided under the insurance cover for your accommodation. It is therefore advised that you make your own arrangements for insurance cover for your personal effects.

All windows and doors must be kept locked when the apartment is left empty. When a safe is available we recommend storing all valuables in the safe. Please contact our reservation team if you need assistance with our safes.

## Liability

Best Western Manor Hotel & Suites is responsible for its own operated apartments, subject to these conditions. Best Western Manor Hotel & Suites acts as an agent for its apartment suppliers, Best Western Manor Hotel & Suites shall not be liable to any party for any amounts in relation to any acts or omissions under or in relation to that contract or the relevant preferred supplier apartment. Best Western Manor Hotel & Suites will not be held responsible for the theft and/or damage of/to your personal belongings including cars parked on our sites, during your stay in any apartments booked. All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with Best Western Manor Hotel & Suites and these conditions shall apply in their place. However, nothing in these terms and conditions shall affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes the liability of Best Western Manor Hotel & Suites for death or personal injury resulting from negligence; or for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by Best Western Manor Hotel & Suites, or any liability that cannot by law be excluded.

Subject to the paragraph above, Best Western Manor Hotel & Suites shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of use, loss or corruption of data or information, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

If you are booking for, as or on behalf of a business or business employee, that business shall indemnify Best Western Manor Hotel & Suites against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by Best Western Manor Hotel & Suites arising out of or in connection with your, or your business', breach or negligent performance or non-performance of these terms and conditions. If you are booking for, as, or on behalf of a business or business employee, Best Western Manor Hotel & Suites total liability in contract, (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to Best Western Manor Hotel & Suites under your booking.

Best Western Manor Hotel & Suites shall not be liable for any failure or delay in performance of its obligations, which results directly or indirectly from any cause or circumstance, which is beyond its reasonable control affecting the building or the local area.

Events beyond Best Western Manor Hotel Control shall include but are not limited to the following: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations undertaken at the property, strikes, lockouts or boycotts, embargo, blockade. Other than in relation to death or personal injury caused by Best Western Manor Hotel & Suites negligence, or any other liability that by law cannot be excluded or restricted, Best Western Manor Hotel liability to you in relation to these conditions is limited to the fees paid to Best Western Manor Hotel under your booking.