



TERMS & CONDITIONS

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1. RESERVATIONS

To confirm a booking we require written confirmation in the form of email, fax or a letter. In addition a deposit may also be required to secure the reservation.

2. METHOD OF PAYMENT

We are pleased to accept the following methods of payment:

- Sterling cheque
- Travellers cheque
- Credit Card (American Express, Mastercard, Visa, Switch, Solo)
- Bank transfer

Cheques should be made payable to: BridgeStreet Accommodations London Limited.

Bank transfers (*net of any charges*) should be sent directly to:
National Westminster Bank, 186 Brompton Road, London SW3 1HH
Account number: 19191634 **Sort code:** 60/04/04

Please ask your bank to show your name and invoice number on the transfer.
A copy of the transfer should be sent to us.

When credit cards are used for payment of rental or sundry charges, an additional 3.5% service charge may be raised.

When the Company makes payment, written confirmation is required before any invoices are sent. If payment does not reach us within the required time we will

reserve the right to cancel any bookings made and by agreeing to these terms & conditions the guest/company agrees to forfeit any deposit paid.

3. OCCUPANCY IN BRIDGESTREET WORLDWIDE APARTMENTS

Although accommodation and location are confirmed in advance, the exact apartment number will be advised on arrival.

The occupancy of each apartment is limited to the number of beds in the apartment. In some apartments, extra beds can be provided this will be at a charge to be agreed at the time of booking.

4. ARRIVALS AND DEPARTURES

Apartments are available for occupation from 14:00 hours.

Apartments must be vacated by 10:00 hours on the day of departure.

All additional hours will be charged as one day unless otherwise agreed.

Early check in/late check out cannot be guaranteed unless the booking is made from the night before arrival/for the night after departure.

5. END OF TENANCY

An end of tenancy charge of £40 + VAT per 1-bedroom apartment and £50 + VAT for a 2-bedroom apartment will be raised on stays of 7 nights or more. This charge covers the administration fees, inventory and deep cleaning of the apartment.

6. CANCELLATION POLICY

a. Transient Business

BridgeStreet Worldwide must receive notification of cancellation for bookings from 1 to 6 nights in writing, at least 72 hours prior to midday on the day of scheduled arrival. Cancellations received less than 72 hours prior to arrival will be subject to a fee of 1 night's rent.

b. Mid-Extended Stay Business

Notification of cancellation for bookings from 7 to 27 nights have to be received by BridgeStreet Worldwide in writing, at least **7 days** prior to the scheduled arrival date.

Where cancellation is received within this notice period BridgeStreet Worldwide will not charge any cancellation fee.

Where notification of cancellation is received less than 7 days prior to the arrival date BridgeStreet Worldwide will give a refund subject to the apartment being re-let. In the event that the apartment cannot be re-let, a cancellation charge of 3 nights stay will be raised.

Notification of cancellation for bookings of 28 nights and over 28 nights have to be received by BridgeStreet Worldwide in writing, at **least 28 days** prior to the scheduled arrival date. Where cancellation is received within this notice period BridgeStreet Worldwide will not charge any cancellation fee.

Where notification of cancellation is received less than 28 days prior to the arrival date BridgeStreet Worldwide will give a refund subject to the apartment being re-let. In the event that the apartment cannot be re-let, a cancellation charge of 7 nights will be raised.

7. EXTENSION OF STAY

a. Transient Business

For stays up to 7 nights, requests for extension of stay have to be received at least 72 hours prior to the scheduled departure date stated in the reservation.

For stays of more than 7 nights, extensions of stay can be arranged up to 7 days prior to the scheduled departure date stated in the reservation. *Please note all extension periods are subject to availability.*

b. Mid-Extended Business Stay

The "option to extend" for stays of 28 nights and more must be received in writing 7 days prior to scheduled departure date and remains subject to availability.

All early departures are subject to the above cancellation policy

8. RATES

All rates quoted are based on the rates prevailing at the time that a booking is confirmed. Once a booking has been confirmed we will not change the rate quoted unless the booking is changed.

VAT is charged at the rate in force at the time of invoicing. VAT is charged at 17.5% for the first 28 nights, reducing to 3.5% for the remainder of the stay.

Rates are subject to change without notice and may vary for currency exchange movements where applicable between UK and overseas locations.

9. APARTMENT INFORMATION

Every effort has been made by BridgeStreet Worldwide to ensure that the information and images provided by staff and featured on our website are accurate. However, information and images are subject to change without notice.

Please note that apartments are individual and vary in style, size and layout.

BridgeStreet Worldwide are not responsible for the policies, accuracy and veracity of external Internet sites reached via hyperlinks posted on the BridgeStreet Worldwide website.

10. BREAKAGES

Breakages and damages where the tenant is responsible will be charged for.

11. INCIDENTAL CHARGES

On arrival credit card details or cash (sterling) will be taken upon registration, as security for any telephone/sundry charges and or dilapidations.

12. LIABILITY INSURANCE

BridgeStreet Worldwide do not provide insurance for personal effects, nor is this provided under the insurance cover for the apartment. It is therefore advised that arrangements are made for insurance cover of personal effects.

13. PETS

We regret that pets are not allowed in the apartments, unless otherwise agreed.

14. SERVICES

BridgeStreet Worldwide cannot be held responsible for any failure or interruption of services to the apartment, including electricity and water or any damage, disruption or

noise caused as a result of repair works being carried out in another part of the property.

15.COMPLIMENTS AND COMPLAINTS

If you have a compliment or complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve BridgeStreet Worldwide facilities and services.

We do not expect and certainly do not want dissatisfied guests, but in the event that you are not entirely satisfied with the service offered or are unhappy with any aspect of your apartment, you should first contact a member of our staff via the 24 hour emergency number: **+44 (0) 20 7792 2222** in order that we may be given the opportunity to rectify the situation.

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them. If our investigations take longer, a full response will be given within 20 working days or an explanation of BridgeStreet Worldwide's position with timescales for a full response.

If you feel that the problem cannot be resolved to your satisfaction please send details of your complaint to

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16.DATA AND INTERNET

Neither BridgeStreet Worldwide nor its management assumes any responsibility for any damages to your computer, the data contained in it, or the security of the data transmitted over the Internet while in your rented apartment.

It is the responsibility of guests to protect their computers from viruses, loss of data and/or unauthorised access.

Should guests be in breach of these terms and conditions, BridgeStreet Worldwide reserves the right to request that guests vacate their apartment within 24 hours.

Bridgestreet Worldwide is a division of Interstate Hotels & Resorts, Inc
www.ihrc.com