

TERMS AND CONDITIONS

1. The Guest agrees that they (and any occupant or invitee) will abide by these Terms and Conditions and all rules and regulations of the Property. The Castle Collection Limited and its agent reserve the right to remove any guest due to misconduct or violation of these Terms and Conditions.
2. Any terms in any other agreement between the Guest and The Castle Collection shall supersede any conflicting term in these Terms and Conditions.
3. The Castle Collection reserves the right to enter the Apartment to inspect, repair, remodel and maintain the apartment units with advance notice given whenever possible.
4. All Apartments are non-smoking. We ask you respect this policy. Failure to adhere to this will incur a £150 refresh charge.
5. Pets are not permitted in The Castle Collection serviced apartments. Service animal and companion animals are permitted and all guests must comply with the terms provided by The Castle Collection and Management.
6. The Guest agrees to take good care of the Apartment and not to perform any hazardous, offensive or unlawful activity in the Apartment or the Common Areas. The Guest agrees to obtain and/or maintain their own insurance and/or be responsible for personal property of the Guest and any occupant or invitees. The Guest agrees and acknowledges that The Castle Collection will not be responsible for the safe keeping of equipment, supplies, written material or other valuable items left in the Apartments or Common Areas of the Property. Guest may not rely on any contrary verbal or written assurances by The Castle Collection staff in this respect. The Guest will be charged for any lost property or damages or expenses it causes (or caused by any invitee or other occupant) including apartment keys or similar equipment issued by The Castle Collection to Guest.
7. The Guest will defend, indemnify and hold The Castle Collection harmless for any claims, losses or expenses arising from Guest's, any occupant's or invitees' use of the Apartment or Common Areas of the Property.
8. Apartments may be used for entertaining friends to a maximum of 4 persons at any one time. House parties are not permitted in the Apartments under any circumstances. Invitees are not allowed to stay overnight in Apartments unless the registered guest has notified The Castle Collection in advance. Consideration should be shown for neighbours, and music and TV's should only be played at a reasonable volume. Musical Instruments are not permitted to be played in the Apartments.
9. Cancellations
1 - 6 night stays. 24 hours written notice to be received prior to 3:00pm on arrival date.
7 - 28 nights stays. 7 days written notice to be received prior to 3:00pm on arrival date.
28 nights + stays. 28 days written notice to be received prior to 3:00pm on arrival date.
Extensions
Any extension of the departure date is subject to availability and The Castle Collection approval.
Rates for all requested extensions may vary. Please note that all extensions are subject to availability and cannot be guaranteed. The Guest will be charged at a penalty rate for any UNAUTHORISED occupancy beyond dates approved by The Castle Collection.
10. Neither The Castle Collection 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. It is the sole responsibility of guests to protect their computers from viruses, loss of data and/or unauthorised access.
11. All rates quoted are based on the rates prevailing at the time that your 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 the prevailing rate for the first 28 nights, reducing from the 29th night 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.
12. Rate charges and taxes are due in advance. The Castle Collection may charge a late fee of 10% on invoices overdue by 30 days or more and on all outstanding balances. Guest agrees to pay The Castle Collection all fees and costs, including reasonable collection and legal fees incurred in The Castle Collection efforts to collect all amounts due.
13. The Castle Collection may change the payment terms (including requiring upfront payment) if payments are not made in a timely manner and/or The Castle Collection has good reason to

believe that the credit of the Guest has adversely changed. The Guest authorises The Castle Collection to obtain a credit report from one or more consumer credit reporting agencies. The Castle Collection may request this report at any time during Guest's stay with The Castle Collection and Guest's reservation may be subject to minimum credit scores.

14. Guest may not assign, sublease, transfer these terms, the Reservation Confirmation, the Apartment or any part thereof or permit the use of the apartment by anyone other than Guest and permitted occupants.
15. Guest represents, warrants and covenants to The Castle Collection that the Guest's use and occupancy of the Apartment is of a transient nature and the Apartment is not intended to be a permanent residence of Guest. In no event shall Guest's occupancy and use of the Apartment be construed to create any Landlord and Tenant relationship between The Castle Collection and Guest. This Agreement is not a lease and is not intended to convey to Guest any real property interest or estate in or to the Apartment or any other portion of the Property.
16. Third party providers. At your approval The Castle Collection will book requested accommodation on your behalf on the Terms and Conditions agreed. The Castle Collection is servicing this accommodation request via a third party provider with whom The Castle Collection does not normally partner and for whom we have not directly audited. Through our due diligence procedures, The Castle Collection will attempt to require the third party provider to deliver services and accommodations in accordance with our standards. If, for any reason, you are not satisfied with your accommodation experience, The Castle Collection will use reasonable efforts to work with the provider to rectify any issues but advises that we cannot guarantee any early terminations, refunds or relocations and liability remains with the client.

I agree to the Terms and Conditions set out above, during my stay with The Castle Collection

Reservation Number: _____

Date: _____

Guest Signature: _____

Client Representative Signature: _____

Definitions:

The Castle Collection - The Castle Collection Limited.

Management - Any Person or Company instructed to act on the day to day operation of the Property.

Apartment - That part of the Property allocated to the Guest.

Guest - Any Person or Company booking a room.

Common Areas - All areas other than the Apartments.

Property - The building containing the Apartments and Common Areas.