



SERVICED LIVING

LIVERPOOL

TERMS AND CONDITIONS

1.0 SUMMARY

Serviced Living Liverpool Ltd ("we", "us" or "our") is a company registered in England and Wales, These conditions govern all bookings made with Serviced Living Liverpool Ltd under Company Number **11432515**.

Whether you are booking as a guest or on behalf of others, upon booking with Serviced Living Liverpool you are deemed to have read in full and accepted the following Terms and Conditions. Enquiries can be made via email to bookings@servicedlivingliverpool.com.

2.0 BOOKINGS, PAYMENTS, AMENDMENTS, CANCELLATIONS AND TERMINATION

2.1 BOOKING & PAYMENT PROCEDURE

Full payment is due in advance of occupation of the property unless specified by the online travel agent you have booked with. Credit card details will be held on file to cover any damages or other liable costs. Upon booking we will send you written confirmation by email. You may extend your stay at any time, subject to availability. No extra fees will be charged for last minute bookings. Payment must be made in full unless stated, in advance by bank transfer, credit/debit card or via the third-party booking agent.

All prices quoted are in UK Pounds Sterling and are correct at the time of publication. Payment must be made in UK Pounds Sterling.

Bookings using a credit/debit card must be made by, or with the consent of the cardholder.

Guests must be over 18 years old to make a booking with Serviced Living Liverpool, guests under the age of 18 must be accompanied by a **legal parent or guardian**.

Bookings for stays of 4 weeks or less must be paid in full at the time of booking (prior to occupancy) and are not transferable.

Bookings for stays of more than 4 weeks are invoiced in 4-week blocks. The first 4 weeks are due for payment at the time of booking. The next invoice (for the next 4 weeks) is due for payment no later than 28 days after check-in. Subsequent payments must be made every 28 days and all payments are not transferable.

2.2 AMENDMENTS TO BOOKINGS – WHEN A GUEST AMENDS A BOOKING

If a guest wishes to amend a booking (dates of stay, accommodation required, check in/out time), we will make all reasonable efforts to comply with the requests however the guest will be charged for any additional charges occurred or loss of revenues incurred by Serviced Living Liverpool.

If the guest makes amendments to the booking once the stay has commenced, we may not be able to comply with the requests. If on any occasion the guest vacates the property early and wishes to terminate the remainder of their stay, this must be confirmed in writing and the keys be returned on the new agreed check-out date. We accept no liability for loss, damage or expense and cannot guarantee reimbursement of any costs incurred.

2.3 AMENDMENTS TO BOOKINGS – WHEN SERVICED LIVING LIVERPOOL AMENDS A BOOKING

Serviced Living Liverpool reserves the right to make any changes or amendments to any booking at any time. If it is necessary to amend a booking, we would make every effort to allocate an property equivalent in size and facilities, either in the same or a similar development, this may however not always be possible, and another alternative may be offered. We are not obliged to provide any reimbursement or compensation.

2.4 CANCELLATION POLICY

All bookings made directly with Serviced Living Liverpool are (non-transferrable) subject to a 7-day cancellation policy. No refunds will be made for non-arrivals.

Bookings made via a third-party booking agent are (non-transferrable) subject to the cancellation policy selected with the third party.

Depending on the reasons for your cancellation, you may be able to reclaim cancellation charges from your insurance company if you have taken out travel insurance. We strongly recommend that clients purchase adequate travel insurance. Regrettably, for the reasons given above, we must treat any curtailment of your stay as a cancellation.

In exceptional circumstances, it may be necessary for us to cancel a booking; in the event of this we shall make all reasonable efforts to offer a suitable alternative within our property portfolio, if we cannot offer alternative accommodation, we will provide a full refund for the dates we cannot accommodate.

2.5 TERMINATION BY SERVICED LIVING LIVERPOOL

Serviced Living Liverpool has the right to terminate a booking at any time on the grounds of partying, playing loud music, general nuisance behaviour, abusive to staff or other guests, mistreatment of the property, non-payment or criminal activity on the part of those occupying the property or their guests. In such circumstances, Serviced Living Liverpool is not obliged to provide or locate alternative accommodation.

The period of notice is at the discretion of Serviced Living Liverpool.

3.0 CHECK-IN, CHECK-OUT, AND RETURN OF KEYS / FOBS / PERMITS

Prior to arrival, all guests must complete the pre-check-in portal a minimum of 48 hours prior to arrival (where time allows), this is accessible via an online link that will be sent via email prior to your arrival. The lead guest must complete the following:

- Upload a copy of the lead guest's current Government ID (Passport/Driving License or equivalent).
- Upload a debit/credit card and pre-authorise the security/damage deposit.
- Sign to say that they accept these terms and conditions.

Serviced Living Liverpool reserves the right to refuse entry and cancel any bookings for failure to provide the pre-check-in information.

Where a personal check-in is requested, check-in is from 3pm to 8pm, Mon-Sun and a 1-hour time slot must be pre-agreed with Serviced Living Liverpool.

For all self-check-in properties, check-in is available between the hours of 3pm to 12am, unless by prior arrangement.

Check-out for all properties is by 10am, All guests should have vacated by 10am and all possessions should have been removed from the property. All keys, fobs and parking permits must be returned by 10.15am to the place specified on your check-out instructions.

All guests are given one set of keys (and fobs etc.), in the event of lost keys, the guest may be chargeable for the cost of a locksmith, lock change and key replacement (**see 5.3**). Please refer to the Summary of Additional Charges for all charges related to early check-ins, late check-ins, and late check-outs.

4.0 CAR PARKING

Car parking included with the booking (if applicable and available).

The parking bay will be available from 3pm on the day of arrival and must be vacated by 10.15am on the day of departure unless otherwise agreed in writing at the time of the booking with Serviced Living Liverpool. All additional cars must be parked in the nearby pay & display parking areas. Failure to park in the designated parking bay or displaying the correct permit and displaying it clearly will result in possible clamping and penalty charges by the building management company and with removal at your own cost.

If there is a delay in departing, then Serviced Living Liverpool reserves the right to charge for an additional night's stays until vacated at the current daily rate.

All vehicles and their contents are left entirely at their owner's risk. We will not be liable for the theft of or damage to your vehicle or its contents.

Please refer to the Summary of Additional Charges for all charges related to car parking, permits, fobs and clamping.

5.0 SUMMARY OF ADDITIONAL CHARGES (Per Property)

All charges stated are per property and may incur additional labour costs to facilitate. As a guide, additional charges include, but are not limited to the following:

5.1 SECURITY/DAMAGE DEPOSIT

We require a security/damage deposit of £100-250 (property dependent) for any booking and this decision is made at our discretion. Deposits are taken as a pre-authorisation via the pre-check-in portal and are released once all keys are returned and an inventory has taken place following check-out to inspect the property for any damage/missing items.

Deposits held on bookings that check-out over a weekend/bank holiday will be released on the following business day. Deposits will generally be released immediately but this is dependent on the guest's bank and can take up to 5 days to clear.

5.2 SMOKING

Smoking and any form of drugs (including NOS canisters) are NOT permitted anywhere in the properties (internal or external) or in the internal communal areas of the property blocks. Smoking is permitted on external balconies and open gardens (where present) in a property only.

A fee of £50 will be charged if cigarette butts are found strewn across the ground/floor OR if evidence of smoking or drugs are discovered in the property, this fee, in addition to any specialist cleaning that may be required.

The final fee will be dependent on the extent of the cleaning or repair required e.g., to cover the cost of washing the walls down to remove the smell of smoke. If a property is deemed unfit for

occupation, you will be obliged to pay compensation to us for loss of revenues in addition to the costs of cleaning and repair required.

5.3 DAMAGES

Damaging the property itself and its contents such as, but not limited to, the utensils (e.g. cutlery, crockery, glassware), fixtures, fittings, furniture and dressing items will incur a charge of £25 (minimum charge) followed by the cost of the actual damaged areas/items. The total charge will depend on the severity of the damage.

Damaging the property and/or any communal building areas such as, but not limited to, the entrance doors, lifts, flooring, hallways will incur a charge of £150 (minimum charge) followed by the cost of the actual damaged areas/items. The total charge will depend on the severity of the damage.

Valid credit/debit card details must be supplied at the time of booking. In the event of damage to the property these card details will be used to charge the appropriate fees.

We reserve the right to deduct from the relevant credit/debit card, without prior notice, all amounts chargeable under these conditions.

Please refer to the Summary of Additional Charges for the respective fees.

In relation to any additional charges, the hirer is responsible for taking reasonable care of the property and its contents and should be left in a clean and tidy state on departure, except in the case of normal wear and tear. The hirer will be responsible for making good any damage to the property, its contents or any communal areas of the wider building including hallways, flooring, communal entrances (doors etc.), lifts, which has occurred due to negligence, wilful damage, or irresponsible behaviour on the part of those occupying the property or their guests. Such damage must be reported, without delay, to our office. The cost of any repair or replacement must be paid to Serviced Living Liverpool.

We reserve the right to charge a minimum fee for additional specialist cleaning to a property and/or its contents (in addition to the general cleaning charges), where it is left in an exceptionally bad condition. For example, it includes, but is not limited to;

- Carpet cleaning to remove a stain
- Misuse
- Evidence of smoking (washing down walls, curtains, linen etc.)
- Drugs (narcotics)
- Scratches / Marks on walls, damage to furniture and contents (including bedding and linen)
- Excess dirty cutlery/crockery/glassware that has been left
- Excess rubbish that has not been disposed of (including but not limited to; bags, food waste, bottles etc)
- Damaging/Forcing communal hallways, flooring, doors, lifts etc.

The final fee will be dependent on the extent of the cleaning or repair required.

If a property is deemed unfit for occupation, you will be obliged to pay compensation to us for loss of revenues in addition to the costs of cleaning and repair required.

This also applies when the duration of the booking is more than 28 days.

The hirer is responsible for booking and ensuring that no person will suffer anything to be done which would endanger the policy of our insurers in respect of the property and its contents which might make the same void or avoidable.

Damages to the property or contents must be paid in full. In the event of any breakages, damages or missing items discovered during your stay or after you vacate, we will notify you by e-mail or telephone immediately or within 10 days of your departure, providing a detailed breakdown of the damage and where is possible a cost of rectification. Where possible, photographic evidence will also be supplied. It is your responsibility to check all items and that there is no damage to these items.

Condition reports can be provided at the beginning and at the end of the accommodation period if requested.

Nothing in these terms and conditions limits or excludes our liability for death or personal injury resulting from our negligence or for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by us or any liability that cannot by law be excluded.

5.4 LOST OR DAMAGED WI-FI ROUTER/EXTENDER

In the event that a Wi-Fi Router/Extender should be removed from the property at any point during the stay, a fee of £50 will be charged. Should the WI-FI Router/Extender not be returned or is damaged, a fee of £100 will be charged.

5.5 LOST, DAMAGED, LATE RETURN OR UNRETURNED DOOR KEYS/FOBS

All keys/fobs must be returned by 10.15am to the place specified on the check-in instructions. Any lost, damaged, late returned, or unreturned keys or fobs will impact upon the next guest and our housekeeping team and will therefore incur a minimum charge of £50.

In the event of keys not being returned, we reserve the right to charge for locksmiths (see 5.6)

5.6 LOCK REPLACEMENT (DUE TO DAMAGED, LOST, LATE RETURNED OR UNRETURNED KEYS)

If a locksmith must be employed, the guest will be charged a minimum fee of £50, in addition to all costs incurred, including but not limited to, the locksmith charges, lock replacements and replacement keys.

5.7 LOST, DAMAGED, LATE RETURN OR UNRETURNED PARKING FOBS

All parking fobs must be returned by 10.15am to the place specified on the check-in instructions. Any lost, damaged, late returned, or unreturned parking fobs will impact upon the next guest and our housekeeping team and will therefore incur a minimum charge of £50.

In the event of parking fobs not being returned, we reserve the right to charge for fob replacements at a charge of £100 each.

5.8 LOST, DAMAGED, LATE RETURN OR UNRETURNED PARKING PERMITS

All parking permits must be returned by 10.15am to the place specified on the check-in instructions. Any lost, damaged, late returned, or unreturned parking permits will impact upon the next guest and our housekeeping team and will therefore incur a minimum charge of £50.

In the event of parking fobs not being returned, we reserve the right to charge for fob replacements at a charge of £100 each.

5.9 HEATING, COOLING & COOKING EQUIPMENT

No heating products or hardware of any kind are permitted under any circumstances, beyond those that have been provided by Serviced Living Liverpool. This includes but is not limited to candles, tea-lights, portable or fixed heaters, fan heaters & coolers, convection heaters, oil filled radiators & any cooking equipment, whether gas or electric or crypto currency mining rigs. The client is liable for any infringement of this rule.

The use of these items will incur a £50 charge, in addition to the cost of any damages caused by their use.

5.10 MISSING ITEMS

No items are to be removed from any properties. The cost of any missing items will be based on an individual basis, depending on which items are found missing. This will be determined after checkout, once all keys are returned and the property is inspected.

In the event of any missing items, there will be a minimum charge of £50 followed by the cost of the missing items.

5.11 NON-EMERGENCY CALL-OUTS

We reserve the right to charge a call out fee of a minimum of £100 for any callouts that are non-emergency, including but not limited to; being locked out, leaving keys in the property etc. (Emergencies are generally considered to be fire, flood, or power cuts).

5.12 ANTISOCIAL BEHAVIOUR

Serviced Living Liverpool reserves the right to terminate a booking at any time on the grounds of partying, playing loud music, general nuisance behaviour, abusive to staff or other guests, mistreatment of the property, non-payment, inappropriate, illegal or criminal activity on the part of those occupying the property or their guests.

Hen/Stag group bookings - we do not accept bookings of this nature without having spoken to the lead guest and agreed this over the telephone. Group bookings will be required to give a reason for their stay.

If the booking is allowed and guests are found to be holding parties of any kind or any of the above grounds are found to have occurred, this will result in the immediate eviction of all those occupying the property and their guests with no refunds due and an additional minimum fee of £250 will be charged in addition to any specialist cleaning charges that may be required. The final fee will be dependent on the extent of the cleaning or repair required.

Where necessary, this will be reported to Merseyside Police for further investigation.

5.13 OVER-OCCUPANCY

The total number of persons permitted to occupy each property is limited to the number of beds (i.e., a 1 bed sleeps 2, a 1 bed plus sofa bed in the living area sleeps 4). The property cannot be re-let/sublet to any other group/party without the written consent of Serviced Living Liverpool.

The maximum number of persons allowed in the property is the number of persons it has been booked for.

Under no circumstances may more than the maximum number of persons occupy the property, at any given time, without written consent being requested and confirmed by Serviced Living Liverpool.

In some property's extra beds can be provided and this will be at an extra charge to be agreed at the time of booking.

We reserve the right to refuse admittance or terminate the stay in the property to the hirer and their party if they are in breach of these conditions.

Over occupancy will be subject to a minimum fee at the standard rate cost of additional guests plus a £50 admin fee.

5.14 EXTRA CLEANING

If extra cleaning is required, a minimum charge of £35 per clean will apply, this will increase based on the level of extra cleaning required.

In the event of additional specialist cleaning being required, there will be a minimum charge of £50 followed by the cost of the cleaning.

5.15 WASHING-UP (UNREASONABLE) AND/OR EXCESS CUTLERY, CROCKERY, POTS, PANS & GLASSWARE CLEANING FEE

All guests must clear up after themselves. If excessive cutlery, crockery, glasses, pots and/or pans are left un-cleaned and not put away or simply left in the dishwasher, we reserve the right to charge the fee for extra cleaning (**see 5.14**).

5.16 CLEARING UP (UNREASONABLE) AND/OR EXCESS RUBBISH CLEANING FEE

All guests must clear up after themselves. If excessive rubbish is left un-cleared and not disposed of in the dedicated communal refuse areas, we reserve the right to charge for extra cleaning (**see 5.14**).

This includes but is not limited to; bags, food waste, bottles, cigarettes, party poppers etc.

5.17 EVIDENCE OF PETS

Regrettably in most of our properties, no pets of any kind are permitted under any circumstances. The client is liable for any infringement of this rule. Serviced Living Liverpool has the right to terminate your stay, if they deem such behaviour has occurred and no refund will be made. A fee of £150 will be charged if evidence of pets is discovered in the property in addition to any charges for any specialist cleaning that may be required. The final fee will be dependent on the extent of the cleaning or repair required.

In the rare circumstances that we agree to the acceptance of a pet in one of our properties, a £75 cleaning fee will be charged prior to arrival. Should the pet cause any damage or require any additional cleaning (beyond the additional cleaning required due to pet hairs) in the property, a fee of £50 will be charged in addition to any charges for any specialist cleaning that may be required (**See 518**). The final fee will be dependent on the extent of the cleaning or repair required.

5.18 ADDITIONAL SPECIALIST CLEANING

In the event of additional specialist cleaning being required, there is a minimum charge of £50.

Additional specialist cleaning to a property and/or its contents (in addition to the general cleaning charges), refers to when it is left in an exceptionally bad condition such as, but not limited to:

- Carpet cleaning to remove a stain (including but not limited to blood, drinks, makeup etc)
- Misuse (including evidence of fighting)
- Evidence of smoking (including but not limited to washing down walls, curtains, linen etc.)
- Drugs (narcotics)
- Scratches / Marks on walls, damage to furniture and the property contents (including, but not limited to bedding, linen & soft furnishings)
- Excess dirty cutlery/crockery/glassware that has been left
- Excess rubbish that has not been disposed of (including but not limited to, bags, food waste, bottles etc.)

The final fee will be dependent on the extent of the cleaning or repair required.

If a property is deemed unfit for occupation, you will be obliged to pay compensation to us for loss of revenues in addition to the costs of cleaning and repair required.

5.19 UNAUTHORISED EARLY CHECK-IN

Check-in for all properties is from 3pm, attempting to access the property earlier without written permission will incur a £50 fee.

5.20 UNAUTHORISED LATE CHECK-IN

Where a personal check-in is arranged this is available from 3pm to 8pm Mon-Sun, check-ins after 8pm will be subject to a £25 fee.

Failure to arrive on time for your pre-agreed check-in time slot will incur a charge of £25.

If you are delayed by more than 1 hour, our staff may need to come back to meet you and therefore you will incur an additional charge to reflect this of £50.

Some of our properties operate on a 'Key Nest' service, key collection is subject to the opening & closing times of these locations (12am closing). Should you be arriving after the closing time of the location, a personal check-in will need to be arranged, due to the lateness of the arrival time, this will be subject to a £50 fee.

5.21 UNAUTHORISED LATE CHECK-OUT

Check-out for all properties is by 10am, properties must be vacated by 10am on the day of departure. Failure to leave by this time will result in a minimum charge of £50.

Additional charges may also apply, being levied up to and including the cost of a subsequent night's accommodation in the property.

All keys, fobs and parking permits must be returned by 10.15am into the place determined on the check-in instructions.

In the event of an unauthorised late check-out or refusal to vacate the property by the booked check-out time, we reserve the right to remove all persons and property from the property. Any items left in a property past the agreed departure time are left at the owner's risk – we accept no responsibility for these items and reserve the right to remove and store them.

5.22 NON-REMOVAL OF VEHICLE FROM PARKING BAY BY 10.30AM ON THE DAY OF DEPARTURE

If vehicles have not been removed by 10.30am on the day of departure, a fee of £15 per hour will be charged.

5.23 BROADBAND FAIR & ACCEPTABLE USAGE

Broadband is offered in all Serviced Living Liverpool's properties, based on the conditions set out in 8.1. Should any infringement be made on these conditions, you will be liable to a £200 fee and the matter may be referred to Merseyside Police for follow-up.

The use of broadband provided by Serviced Living Liverpool is subject to a Fair Usage Policy, if a guest is using an excessive amount of data, the data may be restricted or slowed down. The guest may be charged for any costs incurred through excessive usage of data.

If the broadband laminated code card is removed, taken or lost upon check-out you will be charged a £25 fee for the replacement.

6.0 SUMMARY OF OPTIONAL EXTRAS

A range of optional extras can be purchased from Serviced Living Liverpool; these are available through the upsell section of the pre-check-in portal. All optional extras require payment prior to arrival.

6.1 EXTRA BED LINEN

Extra bed linen can be provided at a cost of £15.00 per set. These must be ordered within office hours 24 hours beforehand (9am-6pm Monday-Friday) and can only be delivered within these hours.

6.2 EXTRA TOWELS

Extra towels can be provided at a cost of £10.00 per set. These must be ordered within office hours 24 hours beforehand (9am-6pm Monday-Friday) and can only be delivered within these hours.

6.3 EXTRA HOUSEKEEPING SERVICE – QUICK CLEAN (QUICK VACUUM, BATHROOM CLEAN, KITCHEN CLEAN)

A weekly housekeeping service is provided for stays of 1 week or more. This service includes cleaning the property and refreshing the bed linen and towels.

Extra housekeeping services including a quick vacuum, bathroom and kitchen clean can be provided upon request at a charge of £30 per property.

Extra housekeeping services must be booked within office hours (9am-6pm Monday-Friday).

6.4 EXTRA HOUSEKEEPING SERVICE – FULL CLEAN (FULL VACUUM, LINEN CHANGE, BATHROOM CLEAN, KITCHEN CLEAN, DUSTING)

A weekly housekeeping service is provided for stays of 2 weeks or more. This service includes cleaning the property and refreshing the bed linen and towels.

Extra housekeeping services including a full vacuum, linen change, bathroom cleaning, kitchen cleaning and dusting can be provided upon request at a charge (pricing dependent on property size).

Extra housekeeping services must be booked within office hours (9am-6pm Monday-Friday).

6.5 EARLY CHECK-IN (1PM Earliest)

This must be requested via the pre-check-in portal at least 24 hours prior to your check-in date and is subject to availability and a fee of £15 per property.

6.6 LATE CHECK OUT (12PM Latest)

This must be requested via the pre-check-in portal at least 24 hours prior to your check-in date and is subject to availability and a fee of £15 per property.

7.0 FACILITIES & SERVICES

No items are to be removed from any properties or dismantled in any way. Furniture is not to be moved within the property.

We cannot be held responsible for failure or interruption of services within or outside of the property or development building. This includes utilities, appliances and communications (Washing Machine, Tumble Dryer, Dishwasher, Television, Broadband, Wi-Fi, Electricity, Water and Heating).

Inconveniences such as noise, access or supply of services caused by engineering or repair works within or in another part of the property.

If there is an interruption to any services, once we receive notification, we will use all reasonable efforts to rectify the issue within a reasonable period.

Facilities and services in common areas within the building (i.e. lift, door system) are the responsibility of the building managers and not Serviced Living Liverpool.

We reserve the right to add or remove any of these services without prior notice.

We endeavour to have each property cleaned and ready for new guests by the check-in time, however on rare occasions and in the event of staff shortage there may be a delay in cleaning. In the event of this, guests will be given access to the property from the check in time and the property will be cleaned as soon as possible. No compensation will be given for this.

7.1 BROADBAND

Serviced Living Liverpool offer WIFI in all properties based on the following conditions:

- You do not use the Service for anything unlawful, immoral, or improper.
- You do not use the Service to make offensive or nuisance communications in whatever form.

Such usage includes posting, transmitting, uploading, downloading, or otherwise facilitating any content that is unlawful, defamatory, threatening, a nuisance, obscene, hateful, abusive, harmful (including, but not limited to viruses, corrupted files, or any other similar software or programs), a breach of privacy, or which is otherwise objectionable.

- You do not use the Service to harm or attempt to harm minors in any way.
- You do not act nor knowingly permit others to act in such a way that the operation of the service or our systems will be jeopardized or impaired.

- You do not use the Service to access or use content in a way that infringes the rights of others.
- The Service is used in accordance with any third-party policies for acceptable use or any relevant internet standards (where applicable).
- You agree not to resell or re-broadcast any aspect of the Service, whether for profit or otherwise. You accept that your entitlement to use the Service is for your personal use only and that you shall not be entitled to transfer your entitlement to use the Service to any other person or allow any other person to make use of the Service.
- You also agree not to modify the Unit or use the Service for any fraudulent purpose, or in such a way as to create damage or risk to our business, reputation, employees, subscribers, facilities, third parties or to the public.

Wireless broadband (Wi-Fi) is available in all property locations and is provided free of charge. We cannot guarantee connectivity at any given time; however, we endeavor to maintain the hardware and connection within all properties.

If there is a fault with the hardware provided (wireless router) we will give support and maintenance. If the fault is deemed to be with the guest's hardware/devices, support will not be available.

7.2 TRAVEL COTS

Travel cots can be provided and delivered to the property. This must be booked at least 48 hours prior to arrival. We cannot guarantee availability, and cots can only be delivered within office hours (9am-6pm Monday-Friday). Only cot beds are provided for infants aged 12 months and under; you must supply your own bedding.

Guests are expected to check the travel cot prior to use to ensure it is set up correctly and is suitable for the child that will be using it.

7.3 STORING & RETURNING OF LOST PROPERTY

All possessions should be removed from the property on the date of departure. We will use reasonable endeavors to retain any lost items for up to 30 days after your departure date, however safekeeping is not guaranteed.

Lost property can be posted back to you at your own cost with prior agreement and Serviced Living Liverpool will not accept any liability for any items that go missing or are damaged.

8.0 LIABILITY

We cannot be held responsible for any theft and/or damage to your personal belongings during your stay in any property booked. Therefore, you are advised to ensure you have appropriate insurance in place. 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 us and these conditions shall apply in their place.

We shall not be liable for any failure or delay in performance of our obligations which results directly or indirectly from any cause or circumstance which is beyond our reasonable control,

We regret that we cannot accept liability for any loss, damage or additional expense where the booking needs to be altered or cancelled, or we are unable to fulfil our contractual obligations because of events of 'force majeure'. In these booking conditions 'force majeure' means any event which could not have been reasonably foreseen, or the consequences could not have been

reasonably avoided, by us or the suppliers of the relevant services in question, even with the exercise of all due care.

Such events may include but not limited to;

Acts 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 license 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, boycotts, embargo or blockade.

Nothing in these terms and conditions shall affect your statutory rights if you are a consumer.

Subject to the above, we 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 of 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 us 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 us arising out of or in connection with your, or your businesses, 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, our total liability in contract, tort (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 us under your booking.

Other than in relation to death or personal injury caused by our negligence, or any other liability that by law cannot be excluded or restricted, our liability to you in relation to these conditions is limited to the higher of (i) GBP £1,000; and (ii) the value of the booking made with us.

9.0 LAW & JURISDICTION

These conditions and terms of contract and all matters arising there from are subject to the Law of England and Wales and in the event of dispute; the client will be subject to the Exclusive jurisdiction of the courts of England and Wales.

10.0 INJURY OR LOSS

Serviced Living Liverpool cannot be held responsible for any personal injury to any guests while in one of our properties. Nor can we be held responsible for loss or damage to personal effects arising within the accommodation. Neither we, nor our representatives, can be held responsible for any circumstances beyond our control including but not limited to, mechanical breakdown, illness or failure of any public service supply.

10.1 LIMITING RISK OF INJURY

Any guest using their own electrical appliances (hairdryers, curlers, tongs, shavers, personal computers, personal stereos etc.) must use the appropriate adaptor. Non-UK plugs used without the appropriate adaptor/transformer are a serious fire risk. Please ensure that all heated appliances are switched off and stored safely before leaving the property. Guests found to be in breach of this rule may be asked to leave with immediate effect.

11.0 RIGHTS OF ACCESS

Representatives of Serviced Living Liverpool or their subcontractors (including Housekeeping staff) have the right of access to the property at any time, with due regard to the convenience of the hirer, for the purpose of inspection of the property, linen access and to carry out any essential repair or maintenance work.

12.0 COMPLAINTS

We do not expect and certainly do not want dissatisfied customers, but in the event that you are not entirely satisfied with the service offered, you should notify any complaint to our office within 24 hours after departure to Serviced Living Liverpool by email to bookings@servicedlivingliverpool.com and we will take all reasonable steps to settle the problem. Serviced Living Liverpool shall not have any liability for any complaint submitted after the completion of the rental period.

13.0 INFORMATION

All information supplied by Serviced Living Liverpool is given in good faith and is based on information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made either in writing or otherwise, but Serviced Living Liverpool is not liable for any variation however caused. We have the right to add or remove any of its services or facilities without prior notice.

14.0 INTEREST

Interest on overdue invoices shall accrue from the date when payment becomes due, from day to day, until the date of payment, at a rate of 4% above NatWest Bank base rate in force at the time and shall accrue at such a rate after, as well as before any judgment.

15.0 SECURITY OF TENURE

All the properties are occupied as serviced properties and on this basis no rights of tenancy are created, they are exempt from security of tenure under the Rent Act. Booking a serviced property from Serviced Living Liverpool is not intended to confer possession on the Client/Guest or to create the relationship of landlord and tenant between us and the Client/Guest. The Client/Guest will not be entitled to any form of tenancy. The Client/Guest confirms that they will not be occupying the serviced property as their only or principal home. Serviced Living Liverpool reserves the right to access the property and or terminate your stay at any time without prior notice if it is deemed necessary.

The Client/Guest must not assign, sublet, or part with or share possession of the serviced property or any part of it. Serviced Living Liverpool reserves the right to refuse admittance to the Guest if they are in breach of this condition.

16.0 PROPERTY SPECIFICATION

Reasonable care has been taken that the content of our website (and/or other means of promotion or advertising) is correct, but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith. We do not warrant that the content of our website (and/or other means of promotion or advertising) accurately or completely describes any of the properties. Our web site may link to other websites, and we are

not responsible for the data policies, content, or security of these websites. You should note the following points about properties:

- Properties are individual and vary in style, size and layouts so furnishing details are not uniformly standard. Although accommodation and location are confirmed in advance, the exact property cannot be guaranteed prior to arrival and can be subject to change at any time.
- Our website (and/or other means of promotion or advertising) may contain a plan of the layout of the property. The plan will only be a general representation of the accommodation; actual unit size, design, fixtures, furnishings, and facilities may vary from those shown.
- For further information on individual properties please email: bookings@servicedlivingliverpool.com.

17.0 PHOTOGRAPHY

Some photographs used on the website may not be owned by Serviced Living Liverpool. We respectfully acknowledge the copyright associated and request any owners to contact us should they wish to have their photographs removed or credited.

18.0 DISCOUNT/PROMOTIONAL CODES

All promotional codes promoted and distributed by Serviced Living Liverpool via web/email/print/phone are subject to change/expiry/refusal at any time. Serviced Living Liverpool reserves the right to change/refuse the details of promotions without notice. All valid promotions/discounts are added to the order before payment when booking; this allows clients to see whether the promotion has been added to the order.

19.0 DATA PROTECTION

We are required to gather certain personal data about clients and guests for the purposes of satisfying operational and legal obligations. This personal data will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998. We fully endorse and adhere to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation, and storage of personal data. The principles require (amongst other things) that the personal data shall be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.

The purpose for which we hold your personal data is to carry out this Agreement, and we do not pass information onto third parties save for this purpose. We may use cookies on our website for the purpose of monitoring website usage, and we will ask for your consent, but do ask that you inform us if you do not consent to the use of these cookies.

20.0 INCLUDED AS STANDARD

As standard, Serviced Living Liverpool provides linen and towels (one bath towel per guest and one hand towel per bathroom) for the number of guests stated on the booking.

Serviced Living Liverpool often provide cleaning supplies, these are complimentary and provided at the discretion of Serviced Living Liverpool, these items will not be replenished throughout the stay; it is not the responsibility of Serviced Living Liverpool to provide such items.

As standard, Serviced Living Liverpool will often (but is not obliged to) provide the following on arrival; hand-wash, washing up liquid, sanitizing spray, one kitchen roll, one jay cloth/sponge, one bin bag and one toilet roll per bathroom.

Store cupboards - these are for staff use only, any sundries removed from the cupboard will be charged at £3.00 per item in addition to any charges required for any repair works to the cupboard that may be required. The final fee will be dependent on the extent of the repair required. All items are checked after every visit.

21.0 GUEST(S) SPECIAL REQUIREMENTS

It is assumed that all guests have carefully considered any special requirements or needs that they may have (including but not limited to; hearing, vision, touch, stability, mental state), and that they should consider the suitability of travelling on their own and staying in an unmanned serviced property. For any guests with such needs, we would always recommend a hotel as being a better alternative, being better equipped to look after their needs. i.e., they would have been noticed at the reception desk during check-in and staff could be available to check on them (including but not limited to events such as fire, flood, natural disaster).

22.0 ACCEPTANCE OF TERMS AND CONDITIONS / CONTRACT OF HIRE

All bookings are subject to these terms and conditions that are deemed to have been accepted in full by the hirer and all persons in the party. Payment of deposit and/or property fee also indicates acceptance of these Terms and Conditions.