

## Plymouth Hoe Apartments (PHA)

### Terms & Conditions

1. Please read carefully our Terms & Conditions prior to completing and returning a Booking Form Application (BFA). Please note that your signature on a completed BFA indicates that you have read, understood and fully accept our terms and conditions.
2. Initial enquiries for a reservation are to be made via telephone, fax or e-mail. Tel/fax 01752 254425 – Mobile 0791 863 2172 - email [david@plymouth-hoe-apartments.co.uk](mailto:david@plymouth-hoe-apartments.co.uk)
3. Booking reservations are only confirmed on receipt of a £100 non-refundable **reservation deposit** (£100 per weeks). All balance payments are to be received not later than *six* weeks prior to the arrival date (except for 'special deal' packages).
4. On payment of the £100 non-refundable reservation deposit the Contract becomes binding for the period reserved. In the event that a booking is cancelled, all funds received, except for the £100 non-refundable deposit, will be refunded in full if notification is received not less than six weeks prior to occupancy. After this period the full balance is payable and becomes non-refundable.
5. Under no circumstances are the numbers of occupants in each apartment to be greater than the number stated and agreed upon on the BFA.
6. All apartments must be vacated by 10am on the day of departure. Due to our extensive cleaning and inspection programme, occupation cannot be guaranteed until 3pm on the day of arrival.
7. Apartments are to be maintained in a clean and tidy condition at all times. The owner of the property and/or his/her agent reserves the right to enter the property at any reasonable time to carry out essential repairs to the property or its contents. Please note major work will not be undertaken during occupation except in an emergency situation.
8. Guests are kindly requested to respect the privacy of other guests and minimise at all times noise, disturbance and/or any other annoyance whatsoever.
9. Plymouth Hoe Apartments, or the property owners, cannot undertake any liability for loss, theft, damage, injury or accident to the hirer or any member of the hirers' party howsoever caused whilst occupying its

properties. It is highly recommended therefore, that guests take out adequate independent travel insurance to cover all eventualities. Plymouth Hoe Apartments, or the property owners, cannot accept any liability for loss, theft or damage to/from guests vehicles, including trailers, whilst parked in the private car parking area situated at the rear of the property.

10. All payments are to be made to the property owner/manager, via cheque, made payable to Mr D S O'Connor and forwarded to Hollyrood Villa, 3 Holyrood Place, Plymouth, Devon, PL1 2QB, or via direct bank transfer, account details will be provided if you chose the transfer option. All payments must be received not later than 6 weeks before your due arrival date. Cash payments are possible subject to agreement. We regret that we do not accept debit/credit card payments at this time.

11. Additional facilities are available including: Private car parking facilities are available at a cost of £15.00 - 25.00 per week. Please ensure any additional facilities required are booked on the BFA and that any extra charges are included with your payments.

12. Plymouth Hoe Apartments reserve the right to cancel or offer alternative accommodation should, for some reason, the booked apartment becomes unavailable. Please note if a booking is cancelled under such circumstances 'all' booking fees paid to Plymouth Hoe Apartments, will be refunded in full. Plymouth Hoe Apartments cannot be held liable for any additional fees or costs whatsoever associated with a cancelled booking.

13. Apartments cannot be considered in any way as a guests 'main residence' as they form part of 'Plymouth Hoe Apartments'.

14. Please note a 'No Smoking' policy is in force throughout all Apartments, smoking is *strictly forbidden* within any part of the Apartment complex, including public corridors, stairs, private car park or in the immediate vicinity of the front door to the property. A comprehensive fire and smoke detection system is installed in every Apartment for the safety of our guests. Failure to comply with this policy will result in immediate cancellation of your booking.

15. We regret that we DO NOT accept pets of whatever kind. Animals are not permitted within the building, including those belonging to visitors and/or their guests.

16. Please check out our homepage for the latest 'special deals' which may contain 'additional' terms & conditions to those listed above.