



Terms and Conditions

1. Bookings and Reservations

- 1.1 Bookings can be made in person, via telephone, email or online booking agent.
- 1.2 A booking is not confirmed until one of our representatives has confirmed that the requested date, time and room type is available.
- 1.3 When a booking is confirmed, an invoice will be issued and sent via email.
- 1.4 A company name, the name of the person(s) staying in the apartments and contact details including address must be provided at the time of the booking.
- 1.5 The name of the person staying in the apartments may be changed, however, we will need to be notified prior to check in.

2. Fees, Payment and Deposits

- 2.1 We have variable rates for our services depending on the contract type with the client. The client may request a rate list at any time. Rates can be negotiated or reviewed at any time.
- 2.2 Long term clients who stay for more than 28 days will be invoiced in 28 days periods, unless other arrangements have been made.
- 2.3 When generating a purchase order number or remittance advice, it must be addressed to **GWQ Apartments, The Crescent, Gunwharf Quays, PO1 3SY.**
- 2.4 The client must include all invoice numbers on the remittance advice.
- 2.5 Our invoices always have a section detailing the VAT.
- 2.6 A quote provided over the phone or via email may not always include VAT. Please ensure to check that the quoted price is inc. or exc. Of VAT at the time of booking.
- 2.7 VAT is charged at 20% for the first 28 days of a stay, it is then reduced to 4% as per the Holidays and Hotel accommodation (VAT notice 709/3).
- 2.8 From the 8th July 2020 until the 12th January 2021, VAT will be charged at 5% for the first 28 nights and 1% thereafter as per the government scheme during COVID -19.
- 2.9 Invoices should be paid by the check in date stated on each invoice unless agreed otherwise in writing from a representative from GWQ Apartments.
- 2.10 A deposit may be required for large/group bookings to secure the apartment. This deposit will act as the holding and damage deposit and will be refunded upon check out subject to no damages or cancellations outside of the agreed timeframe.

3. Damage to the Property

- 3.1 It is the responsibility of the company booking on behalf of the staff member or agent to assess whether or not they are a responsible person who will not act negligently in the apartment.
- 3.2 Any damages to the property or furniture that occurred during the client's stay in the apartment will be charged to the company that made the booking. We will mitigate our losses and forward any invoices for repair work carried out, or receipts for new items bought to the company that made the booking, along with an invoice detailing the charges.
- 3.3 It is the responsibility of the person(s) staying in the apartments to notify us of any existing damages to the property or furniture within 24 hours from the time they were checked in.

- 3.4 We do not consider general wear and tear as damage to the property (i.e. small stains, loose fixings, small marks on walls/doors/furniture). The damage must be considerable and render the furniture or property unsuitable for use (i.e. large cracks, large holes, cracked glass/surfaces, fixings which are completely broken off).
- 3.5 If any of the facilities in the apartment become faulty during the client's stay, they must inform us as soon as they become aware of it. If they do not report any faults that arise, and it leads to further damage to the property i.e. leaks, then it will be considered as damage and the cost of repair will be forwarded to the company that made the booking.
- 3.6 We have a no smoking policy inside of our apartments, the only area where smoking is allowed is on the balcony area in the balcony apartments. If there is evidence that smoking has taken place inside of the apartment, an additional cleaning fee will be charged to the company that made the booking.
- 3.7 If the keys to the apartment are lost/damaged/unreturned by the client, the cost of replacing them will be charged to the company that made the booking.

4. Cancellations and Changes

- 4.1 Any confirmed accommodation dates which the booker no longer wishes to proceed with will be considered as cancellations.
- 4.2 A change of start date/duration may be renegotiated after the time of booking at the discretion of GWQ Apartments.
- 4.3 Discounts on the daily rate for the apartments may apply when a booking for 1 month+ stay is made. If a discounted daily rate has been agreed upon for a long-term booking, the client must stay in the same apartment for the agreed length of time to maintain that rate.
- 4.4 If the company that made the booking, or the client wishes to shorten their stay or change apartment type where a discounted daily rate has been applied, a new rate will need to be negotiated.
- 4.5 Cancellations to online bookings made via an online travel agent (i.e. Booking.com, Expedia) will adhere to the terms presented to the booker on said websites at the time of booking.
- 4.6 Cancellation terms for corporate or group bookings made through a representative of GWQ Apartments will be negotiated and agreed upon in writing before the booking is confirmed.

5. Check in and Check out

- 5.1 The apartments are available to check in from 2pm. The client may need to call 07716 424047 when outside so one of our staff members can greet them and show them to the apartment.
- 5.2 The client must be checked out of the apartment by 11am, the apartment keys must be left behind in a visible area on a table in the apartment unless agreed otherwise with a representative from GWQ Apartments.
- 5.3 If the client wishes to store their items/luggage with us this can be arranged.

6. Apartment Rules

- 6.1 No pets are allowed in any of the apartments at any time.
- 6.2 No smoking inside any of the apartments at any time, excluding the balcony area.
- 6.3 Noise levels must be kept to a respectful level passed 11pm as our apartments are situated in residential areas.

7. Car Parking Facilities

7.1 A car parking space in a secure, underground car park can be arranged. It must be requested at the time of booking.

7.2 GWQ Apartments are not liable for any damages to client's vehicles that occur whilst it is in the car park.

8. Limitation of Liability

8.1 GWQ Apartments are not responsible for any theft or damage to client's property/items that occur whilst the client is staying in the apartments.

8.2 The company that made the booking will be notified if the client has left any valuable goods behind after they have checked out. It will be kept in our offices for 90 days and then disposed of if no arrangements to collect the item(s) has been made.

8.3 We will not be liable for any personal injuries that occur because of negligent behaviour from the client or person(s) that the client has allowed into the apartment.

9. General

9.1 GWQ Apartments are not responsible for any interruption caused by general building maintenance works being carried out by the building owners/facilities managers.

9.2 GWQ Apartments are not responsible for any interruption caused by noises occurring outside of the premises.

9.3 Should guests be in breach of any of these conditions listed in this document, GWQ Apartments reserves the right to request that guests vacate their apartment within 24 hours.

9.4 GWQ Apartments holds landlord's contents insurance that insures items, fixtures and fittings in the property for up to £2000 caused by accidental damage.

9.5 GWQ Apartments may be the owner of the properties that are let, or they may be acting as the managing agent. Individual landlords' details may be provided so long as it is not in breach of any data protection acts and it is deemed necessary.

10. Data Protections

10.1 Where GWQ Apartments receives any personal data (as defined by the Data Protection Act 1998) ("the Act") from companies or clients, we shall ensure that it fully complies with the provisions of the Act and only deals with the data to fulfil the contractual obligations.

10.2 We may use your contact details to inform you of our products including special offers that we think may be of interest to you.

10.3 Clients can request for their information to be deleted from our systems via email or by phoning.