



### **HOUSE SUBSTITUTION:**

If as a result of a serious breakdown or failure in the rented property, Short Let London or the Owners decide that it is not possible to continue with the booking, the Company will do its utmost to find a replacement property acceptable to the Client, or refund any moneys paid on unused rental. The Client acknowledges that in this event, the Company's liability for damages will be limited to the amount of unused rental, based on a pro rata calculation of unused rental days. Should a property become unserviceable prior to the arrival of a Client, the Company will do its best to find a suitable replacement property of an equal standard. In the event of a more expensive property being selected, Clients will have the choice of paying the difference or receiving a full refund of moneys paid.

### **ARRIVALS AND CONDUCT:**

Following the final payment, Clients will be issued an accommodation voucher and arrival instructions for the property. In the weeks leading up to the arrival the Company will request details of the expected arrival time, method of transport, names of all guests and any additional requirements. Short Let London will endeavour to accommodate out of hours or late arrivals.

The rental voucher provided at the time of payment of the balance is not transferable and must be presented to the local representative at the time of arrival in order to gain entry to the property. The Client acknowledges that the following circumstances provide the Owner or the Company with a basis for the immediate termination of the rental agreement without recourse by the Client and forfeiting all moneys paid to the Company:

- Exceeding the maximum number of guests as noted on the voucher;
- Non authorised substitution of guests - the names and passport details of all guests must be provided to the property representative (to comply with UK Law)
- Conduct unbecoming at the property (including wanton destruction of property, poor hygiene, excessive noise etc.)
- Parties, weddings, celebrations unauthorized or involving non guests
- Introducing domestic animals (unless allowed in the property notes and advised to the Company)

The Client acknowledges that there will be no redress against the Company or the Owner in the event that these events cause premature termination of the rental.

### **DEPARTURE AND CLEANING:**

Standard check out time is until 11.00 AM. After this time a property representative will conduct an inspection. It is a condition of rental that the property must be left in a clean and orderly manner at the end of the rental period. This implies that the dishes are washed, rubbish is removed from the property and the rooms are left in an orderly condition. Clients are not authorised to rearrange the furniture of the property and crockery and other equipment of the house (chairs, blankets, etc.) must not be used or transported out of the house. Candles and oil burners are not permitted inside the house.

On arrival, we will pre-authorise a debit/credit card of your choice (may be different from the one with which you have made the initial payment to secure the booking) as a safety precaution to insure our company from any potential damage may cause during your stay. We hold the right to make appropriate deduction from the card in the event of any damage to the accommodation or its contents, or in the event of a late check-out after 11:00am on the day of your departure.

### **COMPLAINTS:**

Any problems with the property encountered during the property rental period should be reported immediately to us. The Company will endeavour to address the problems and resolve them to the satisfaction of the Client as soon as possible. In the event that the Company is unable to resolve the problem to the satisfaction of the Client, a complaint must be lodged immediately in writing to the Short Let London, area representative or in writing to the Company by email, fax or letter. Reasonable time must be allowed for the Company to resolve the problem. Clients must not vacate the property under any circumstances without the express written agreement of Short Let London as to do so will annul the rights to claim for compensation.

Where a Client believes they have a claim for compensation, the period of compensation will commence from the time the complaint is received to the end of the rental period. Requests for compensation must be lodged with the Company in writing ([info@shortlet-london.com](mailto:info@shortlet-london.com)) within 48 hours of completion of the rental period or during your stay.

The following do not give rise to claims for compensation:

- Force Majeure, terrorist acts or natural disasters
- Shortages of power, gas or water outside of the property Owners control
- Damage from wind, rain, hail, flood, fire, lightning, landslide or other acts of God
- Inundation by pests, insects, rodents etc.
- Claims arising as a result of damage caused by Clients to the property
- Differences in the descriptions and photographs of the property shown in promotional material (unless significantly altering the nature of the accommodation)
- Damage or loss to Clients' belongings or property
- Actions limited by UK Law ie the period in which heating may be switched on is defined by the government and varies between areas
- Civil works or construction projects nearby the rented property that are not under the control of the Company

### **LIMITATIONS OF LIABILITY**

Clients acknowledge that they are responsible for taking all necessary safety precautions for themselves and their guests and neither Short Let London accept any liability for accidents causing death, sickness or bodily harm howsoever caused. The Company and Owners deny any liability or claims in the event of incidents occurring whilst occupants or guests are under the influence of alcohol or any non - therapeutic drugs. The limitation of liability for any claim against the Company and the Owners of property for whatsoever cause is limited to the total amount of rental paid to the Company by the Client.

**ACCEPTANCE OF TERMS AND CONDITIONS:**

Clients acknowledge that by acknowledging these terms and conditions in the Company's inquiry form or booking request that they agree to be bound by the provisions contained herein and to accept liability for damages caused by them or their parties to Owners' properties. The rental agreement shall be governed by English law in every particular including formation and interpretation. Any proceedings arising out of or in connection with this contract may be brought in any court of competent jurisdiction in United Kingdom.