

TERMS AND CONDITIONS

RESERVATIONS PROCESS

Confirmation of Booking To confirm a booking THINK APARTMENTS LTD requires a completed booking form. In addition, a deposit may also be required to confirm the booking. The total apartment charges must be paid in full prior to arrival, unless otherwise agreed in writing or an account to company has been authorised. THINK APARTMENTS LTD reserves the right to refuse a booking from you or on your behalf, where any sums (including interest thereon) remain outstanding from any previous booking you have with THINK APARTMENTS LTD.

Method of Payment

THINK APARTMENTS LTD will accept the following methods of payment:-

- Credit/Debit Card: Visa, Mastercard, Switch, Solo, Delta, Electron, American Express
- Company Cheque: Pounds sterling Payable to 'Think Apartments Ltd'
- Bank Transfer: Pounds sterling

Credit card payments are subject to a 3% surcharge. Bank details are available on request.

We reserve the right to charge interest on overdue accounts at 5% above the UK bank base rate.

For all bookings, full payment, by cleared funds, is required at the time of booking. Should payment not reach THINK APARTMENTS LTD within the required time THINK APARTMENTS LTD reserve the right to cancel any bookings made and any deposit paid will be forfeit. Failure to pay in accordance with the agreed terms of payment may result in suspension of accommodation.

Extension of Bookings

If you have requested an option to renew:

For stays of up to 7 nights, 72 hours notice in writing, of your intention to extend your stay is required prior to the scheduled departure date.

For stays of more than 7 nights, 7 days notice in writing, of your intention to extend your stay is required prior to the scheduled departure date.

Failure to give proper notice in writing of your intention to extend your stay may result in your apartment being re-let. Please note that all extensions of current reservations are subject to availability and rate change.

Where notice of intention to extend your stay has been given, THINK APARTMENTS LTD reserves the right to take all additional payments and charges from any credit/debit card used to make the original booking.

Where payment has been made by cheque or bank transfer, an invoice for the requested extended period will be sent to the billing address provided at the time of booking and payment must be made by return. If you have not requested an option to renew on the original booking form, your apartment will be made available for re-let immediately upon your confirmed departure date. In the event that an extension is required,

Think Apartments cannot guarantee availability for the required extension.

Arrivals and Departures

Apartments will be allocated on day of arrival

Check in for the apartments is from 15:00 hours on the day of arrival

Departure time is 10:00 hours on day of departure.

Failure to vacate the room by 10.30am Think Apartments will be entitled to charge the guest £50+vat and a full nights stay if after 14:00pm. Early check in/ late check out cannot be guaranteed unless the booking is made from the night before arrival/ for the night after departure. Key collection details will be provided prior to check-in date.

Early Departures

In the event that a guest needs to check out prior to the agreed departure date, THINK APARTMENTS LTD will use reasonable endeavours to obtain a refund or credit of the accommodation charges for the remainder of the stay. However, any refund or credit will be subject to the apartment being re-let and will be subject to a cancellation charge of up to 7 days. In any event, a minimum of 72 hours notice to leave is required, for the apartment to be re-let, or 100% cancellation fee will be charged.

Rates

All rates quoted are based on the rates prevailing at the time that a booking is confirmed and remain subject to availability. Once a booking has been confirmed THINK APARTMENTS LTD will not change the rate quoted unless you change the booking. If you wish to alter your booking, THINK APARTMENTS LTD will use reasonable endeavours to comply with your requirements, however, you will be obliged to pay any additional expenses incurred as a result of the alteration. THINK APARTMENTS LTD reserve the right to offer apartments of the same standard requested at point of reservation or replace with one of a higher standard dependent upon availability.

CANCELLATION POLICY

Notice of cancellation is as follows unless expressly agreed by THINK APARTMENTS at the time of booking:

All cancellations must be confirmed in writing.

No refunds will be made for non-arrivals.

Notice of cancellation is required 14 days prior to arrival (except 'Flex rates' which require notice to be given 48 hours prior to arrival). There is a cancellation charge for bookings cancelled less than 14 days prior to arrival, as follows:-

Stays of 1 – 3 nights will be charged one night's cancellation fee

Stays of 4 – 6 nights will be charged 2 nights cancellation fee

Stays of 7+ nights will be charged 3 night's cancellation fee

Stays of 28+ nights will be charged a 7 night cancellation fee

Flex rates will incur a 100% cancellation fee if notice is given less than 48 hours prior to arrival.

Any bookings made under a promotional code or non-refundable rates, incur a 100% cancellation fee.

Group bookings of 5+ apartments that cancel within 14 days of arrival will incur a 50% cancellation fee on the total booking value.

DEPOSIT POLICY

A deposit covering breakages and damages may be required at the time of booking. The deposit will be refunded at the end of your stay, following THINK APARTMENTS inspection of the apartment used by you and settlement of all charges owing to THINK APARTMENTS LTD. If a deposit is not charged, valid credit/debit card details to cover any additional charges during either your current (or any future stays with THINK APARTMENTS LTD) must be supplied at the time of booking and THINK APARTMENTS LTD reserves the right to deduct from that card, without further notice, all amounts chargeable under Section - Additional Charges. Within one week of such a deduction, THINK APARTMENTS LTD will provide the booker by e-mail with a breakdown of the issues and costs of rectifying them. In the event that payment is declined, for any reason, or no card details are provided, THINK APARTMENTS LTD reserves the right to charge the company or individual who made the booking at the address provided. You must pay this invoice within 7 days of issue.

ADDITIONAL CHARGES

Upon arrival, Think Apartments may require a pre-authorisation of your credit card or debit card at check-in. Please note that no money is transferred at that time and the pre-authorisation is used to cover incidental items including (but not limited to); breaches in these terms, breakages/damages, excessive cleaning charges above the normal level of cleaning and wear and tear, due to the apartment being left in an unacceptable state etc

Broadband

Broadband is available in some apartment locations and where applicable will be charged for separately. Where broadband is offered, THINK APARTMENTS will make every effort to ensure that the service is available at all times. If there is a fault which is deemed by THINK APARTMENTS to be associated with the user's hardware or software, no support will be available.

Additional Chargeable Services

Provided at the individual apartment location. Details of additional services are available on request.

Cleaning

THINK APARTMENTS LTD expects the apartments to be left in a reasonable state on departure. If, at THINK APARTMENTS discretion, additional cleaning is required on departure, the cost of this cleaning will be charged at £75+VAT.

Damages

Damages to the apartment must be paid in full by the booker or guest. In the event of any breakages, damage or extra cleaning required and above and beyond normal wear and tear, after the guest vacates, THINK APARTMENTS LTD will immediately charge the supplied credit card and notify the booker or guest by e-mail within 1 week of the guest's departure, providing a detailed breakdown of the issues and the cost of rectifying them with payment receipt attached. Where possible, photographic evidence will also be supplied. Inventories and condition reports can be provided at the beginning and at the end of the accommodation period if required. Where there is evidence that a repair is required as a result of wilful damage, Think will charge the guest's guaranteed card, twice the amount to remedy the apartment's state prior to the start of tenancy and recover any lost revenue accordingly.

Notice to Vacate

THINK APARTMENTS LTD reserves the right to enforce the notice to vacate where the guest has not paid in full for all apartment charges and / or is in breach of contract. You may be asked to leave the premises, if you are found to be engaged in illegal activities, or in possession of illegal substances. If this happens, then your booking will not be refunded.

Request to change apartment

Should you request to change apartments during the course of your stay, an administration fee of £100+VAT will apply.

GENERAL

Company bookings

Should the apartment be booked in the name of a Company, it is the responsibility of the booker to ensure that the occupier of the accommodation is familiar with these Terms and Conditions as the Terms and Conditions will be enforceable upon the Company named on the booking form or confirmation.

Keys

THINK APARTMENTS LTD will issue the guest with a set of keys and extra keys are available on request, however, if the issued keys are not returned on departure a charge of £50 plus VAT will be made to the booker.

If between the hours of 5.30 pm and 8.30 am a guest locks themselves out of the property and requires assistance to re-enter the property, THINK APARTMENTS LTD will endeavour to supply a spare key upon proof of identity. Any additional costs incurred in gaining re-entry in to the apartment are the sole responsibility of the guest, and THINK APARTMENTS LTD reserve the right to charge £50 plus VAT should any lock require changing.

Lost Property

Any items left in the apartment will be kept for 1 month after the departure date.

Website

Every effort has been made by THINK APARTMENTS LTD to ensure that the information and images on its website and affiliated websites are accurate. However, information and images are subject to change without notice. Please note that apartments are individual and vary in style, size and layout so furnishing details are not uniformly standard. Please contact the Reservations Team for further information on individual apartments. For the reasons set out above, and due to the limitations in the manner and style in which THINK APARTMENTS LTD can reproduce images of apartments in publicity material or on its website, THINK APARTMENTS LTD does not warrant that any such images accurately or completely describe any of the apartments.

Please note that THINK APARTMENTS web site may link to other web sites which may be accessed through our site. THINK APARTMENTS LTD are not responsible for the data policies, content or security of these linked web sites.

Restrictions

Smoking is forbidden in all Think Apartments buildings. Think Apartments reserves the right to make an additional charge of £50 plus VAT for specialist treatment to an apartment where smoking has taken place in a smoke free building.

Parties and disturbances

Think Apartments Ltd have a strict no party policy. The maximum number of people per apartment should not be exceeded and noise levels must not cause a disturbance to other guests. Additional charges will be levied to your account if there is evidence of a party having occurred during the stay. The maximum occupancy for each apartment type is Studio=2persons, 1bed=2persons, 2beds=4persons and 3beds=6persons. Anyone found to be creating excessive noise beyond midnight, will be warned to reduce the noise to an acceptable level so as not to disturb other guests. If the excessive noise continues after a second warning, we will charge your guaranteed credit card £1,000.

Insurance and Liability

THINK APARTMENTS LTD cannot be held responsible in any way for loss of, or damage to, contents, furniture, fittings or any personal belongings at the apartment locations. Nor can THINK APARTMENTS LTD be held liable for the acts or defaults caused by third parties. You are advised to ensure your own insurance policies cover loss or damage to personal property during your stay. Guests are advised to take out adequate travel and personal insurance.

Pets

THINK APARTMENTS LTD regrets that pets are not allowed in the apartments.

Services

THINK APARTMENTS LTD cannot be held responsible for any failure or interruption of services to the apartment, including electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property.

These terms & conditions shall be governed by and construed in accordance with the laws of England. The Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these terms and conditions and any matter arising from them. Corporate entities may have pre-approved terms.