

## Terms of Business 2025/2026 Harrogate Serviced Apartments

**Covid-19.** The T&C's remain the same as below, unless there is a Government lockdown announced which runs over the period you have booked and is in the area you live. Please note this is for lockdown only and not symptoms. If a lockdown occurs, we will happily relocate your booking to another date in the same apartment and if the value is the same for the new period chosen.

If a member of the booking group contract Covid and you wish to cancel the booking, this will be non refundable and dates cannot be changed, therefore please obtain travel insurance to cover your stay as you would for any illness. We have searched for travel insurance which offer Covid cover and we found that [which.co.uk](http://which.co.uk) offer advice for Covid travel insurance as do Martin Lewis on [moneysurpermarket.com](http://moneysurpermarket.com).

### **Brief normal T&C's**

When making a direct reservation on line with Harrogate Serviced Apartments and not a third party booking, we require an initial deposit of 25% of the total value of the booking, the final balance will be charged to the same credit card 8 weeks prior to the arrival date. If the reservation is made within the 8 week period, the full amount will be charged at the time of the booking. A £10 booking fee will be charged at the check out for administration purposes – thank you.

By making a reservation with Harrogate Serviced Apartments, you are deemed to have read and accepted these Terms and Conditions and on behalf of your members staying with you. These Terms of Business are displayed on the website [www.harrogateservicedapartments.co.uk](http://www.harrogateservicedapartments.co.uk).

### **Harrogate Serviced Apartments**

Harrogate Serviced Apartments (“the Agent”) is a specialist in the provision of serviced apartments in Harrogate North Yorkshire. The company is engaged by corporate and private clients for temporary serviced accommodation.

A binding contract between the Client (you) and the Owner of the accommodation shall be entered into on the Agency issuing the booking confirmation as agent for the Owner. The Client (you) is responsible for payment of the price of the accommodation and the compliance of his/hers invited members who will be sharing the accommodation.

## **Key points & Restrictions**

Guests are expected to behave in a reasonable and respectful manner and to allow fellow guests to enjoy peacefully the surrounding environment.

We operate a strict no party policy, no smoking or pets allowed in any apartment. Any guests who do not comply with this policy will be asked to leave and to find alternative accommodation and Harrogate Serviced Apartments reserves the right to cancel their booking with immediate effect and without refund.

Should any guest(s) or their members staying with them cause a disturbance to others in the same building, resulting in that person(s) having to visit the apartment to complain, then Harrogate Serviced Apartments reserves the right to charge the guest up to £50. This charge will be debited from the Debit or Credit Card provided at the time of booking which belongs to the person who booked the accommodation. All will be informed in writing.

## **Quiet Hours**

We ask for all guests to respect others around them and request that every day during your stay that the quiet hours policy from 9pm to 9am – Monday to Sunday.

## **Strictly No Smoking Policy – Additional cleaning charges.**

Harrogate Serviced Apartments operates a strict no smoking policy within all the apartments. Any additional cleaning required to remove smoke odour will be charged to the guest who made the booking as they are responsible for their members staying with them. This may result in a carpet and upholstery steam clean, additional cleaning to make sure the apartment is fresh and ready for the next guest. If this is not possible and in time to receive new guests and if they have to be moved to an alternative property, additional nights will be charged for loss of earnings and depending on how many nights it takes for the smoke to be removed. Costs will be deducted from the Debit or Credit Card provided at the time of booking.

## **Damages**

Guests will be liable to pay any amount required to repair or replace items or equipment that may be damaged or lost during their stay. This will be deducted from the Debit or Credit Card provided at the time of booking. The guest will be informed in writing.

## **Cleaning additional charges**

Harrogate Serviced Apartments expects the apartments to be left in the same condition 'as found', this as a minimum would include:

- **No Smoking, No Pets.**
- **All rubbish taken to designated areas and placed in the outdoor bins provided.**
- **All washing up cleared (including a clean oven)**
- **All unused food to be disposed of in the outside bins**
- **General tidy appearance of whole property**
- **An extra charge may occur should these instructions not be adhered to**
- **If any accidental damages are incurred the cost will be deducted from the credit/debit card taken at the time of booking.**
- **Thank you.**

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If, at our discretion, we feel additional cleaning is required, the cost of this will be charged at £50 per hour with a minimum of one hour to be charged. This will be deducted from the Debit or Credit card provided at the time of booking. Guests will be informed in writing.

### **Booking procedure.**

To make a reservation please book on line. The normal T&C's apply, see below.

We require an initial deposit of 25% of the total value at the time of the booking, and the balance payable in full 8 weeks prior to the arrival date. If the reservation is made within the 8 week arrival period, the full amount is payable at the time of the booking. The on line booking procedure will take you through the process and send you a confirmation email and dates of balance payments.

### **For stays of 100 nights or longer please email**

[info@harrogateservicedapartments.co.uk](mailto:info@harrogateservicedapartments.co.uk) with your request or call 07860 142965 to discuss.

### **Booking procedure for periods of 3 months or more:**

Payment for accommodation lets of 3 months or more the following applies:

- (a) The payment for the first two months will be payable prior to commencement of the stay and at the time of the booking.
- (b) Payment for the third and every consecutive month will be paid monthly in advance, one month in advance and on the previous month. For instance the third month is 1<sup>st</sup> May, payment would need to reach Harrogate Serviced Apartments bank account by 1<sup>st</sup> April being the previous month.

### **Deposit Bond - Bookings for large groups**

Harrogate Serviced Apartments may at any time request an additional damage deposit bond of £500.00 prior to the guest arrival date.

Following the guests departure and upon inspection of the property and that the property is in the same condition it was originally found and that no damages have been incurred during the guests stay, the deposit bond of £500 will be refunded back on to the original credit or debit card paid with. Guests should notify Harrogate Serviced Apartments immediately, upon arrival, if there is any uncertainty to the condition of the property that they feel may be included in the above.

### **Bookings from minors**

Bookings from children under the age of 18 years cannot be accepted and children under the age of 18 years cannot stay alone in any apartment.

### **Methods of payment**

We reserve the right to cancel any reservations if payment does not reach us on the agreed date, as stated above, and deposits will not be refunded.

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BACS/Bill Payments, UK Debit Card, UK Credit Card, International Credit Cards, Amex - we can only accept these methods of payment and they need to be in pounds sterling (GBP). In the event of a currency conversion fee, we expect the Client to honour this fee and the International transfer fee that some organisations may charge. There are no Credit Card transaction fees passed onto the Client (you) from 13<sup>th</sup> January 2017. A £10.00 administration booking fee is payable to cover the administration and processing of each booking. If two or more properties are booked each will be subject to a separate booking fee of £10.00.

### **Booking Amendments & Cancellations**

(a) **change of dates.** This can only be done if there is availability and it must be with the same apartment as originally book. A request should be made in writing with a notice period of 2 months or more of the arrival date and only if you have booked direct on Harrogate Serviced Apartments website and not via a third party booking agent.

(b) **change of dates when booked via a third party agent.** No change of dates or amendments to bookings can be arranged if booked via a third party booking agent

(c) change of Client name (being named guest making the booking)

(d) change in agreed bedroom configurations where it has been agreed that the Client will use only a certain number of bedrooms

Any changes made once a reservation has been confirmed will incur a charge of £25. If a change in bed configuration is required, the cost will be past on to the Client (you) as we use outside suppliers, this will be quoted at the time a change notification is made by email.

In the unlikely event that the property you have booked becomes unavailable, unusable, the Agent can at their sole discretion cancel or change the booking. They will use all reasonable endeavours to accommodate you in locating an alternative property which is reasonably suitable for you. If a solution is not agreed by both parties, The Agent, Harrogate Serviced Apartments can at its sole discretion cancel the original booking.

### **Cancellations – Direct bookings on Harrogate Serviced Apartments website or by telephone.**

If you cancel your booking prior to 8 weeks before the arrival date (where there has only been a deposit paid) the deposit amount will be non refundable. If you cancel after the balance payment has been made/date all will be non refundable.

If you cancel after the deposit payment and within the 8 week period of your arrival date, the balance will not be charged, only the deposit will be non refundable.

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## **Cancellations – Bookings from third party agents and not direct with Harrogate Serviced Apartments website/on line or over the telephone.**

All bookings made via any third party agent will be non refundable.

### **Damages**

You must keep the accommodation in good condition and repair and tell us immediately if anything gets broken or damaged. The accommodation is inspected prior to all arrivals so we are satisfied that the accommodation is at its best for you. Please note, that you will be liable for any breakages and damages to items within the apartment and the apartment for you and on behalf of your members staying with you.

### **UK Travel Insurance – We advise that you obtain UK travel insurance**

We do not provide insurance for your personal effects, nor is this provided under the insurance cover for the accommodation. It is therefore advised, that you make arrangements for UK Travel insurance cover for your personal effects and general travel in case you need to cancel your booking.

### **Arrival/Departure times**

Check in time is 2.30 pm Check out time is 10.30 am

If you require times outside of the above, please discuss possible opportunities with the management at the time of booking by email or telephone.

### **Liabilities and responsibilities**

Harrogate Serviced Apartments act solely as an agent and not as principal for all apartments.

We cannot be held liable or accept responsibility for any dissatisfaction with an apartment, for personal injury, loss or damage to the Client's belongings or car and its contents except that nothing in the agreement shall exclude the Agent's liability for death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors or fraud or fraudulent misrepresentation.

You are responsible for the accommodation equipment during the period and are expected to take all reasonable care of it. You are advised to check on arrival and report any shortcomings, damage or missing items immediately to the Agent so that the matter can be remedied for you. You undertake to report and pay for any damage caused to the accommodation or for equipment lost, damaged, or stolen during your stay. Fair wear and tear is expected.

### **Pets**

Pets aren't accepted in any apartments – we are sorry as we need to consider guests allergies.

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**Number of persons using the accommodation**

The number of persons using the accommodation shall not exceed the maximum number agreed, either daytime or evening and must be pre arranged with the Agent prior to the booking, because of fire regulations and insurance purposes. The Agent has the right to immediately terminate the agreement and ask the guests to leave.

**Departure**

We expect the apartments to be left as you find them. If, at our discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge, this could be £65 or more.

**Harrogate Serviced Apartment – Apartment access**

Harrogate Serviced Apartment needs to access the apartment to check that all electrical equipment and utility services are working correctly. This is normally done prior to an arrival. However for longer lets of 7 nights or more this may have to be done during a Clients stay. Harrogate Serviced Apartments will liaise with the guest to choose a suitable time to visit.

**Holiday Lettings**

This agreement is made on the basis that the Property is to be occupied by the Tenant for a holiday as mentioned in the Housing Act 1988 Schedule 1 Paragraph 9. The Tenant acknowledges that the tenancy granted by this agreement is not an assured tenancy and that no statutory periodic tenancy will arise on the determination of the Term.

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