

## BOOKING TERMS & CONDITIONS

### PRICES

All prices are quoted in UK pounds sterling. Any discounts and special offers are only applicable at the time of booking and cannot be applied once the booking has been confirmed.

### PAYMENT

We are pleased to accept the following methods of payment: Visa, MasterCard, Switch, Maestro and Delta. Payments made by credit card will be subject to a 2% surcharge per payment made. Unfortunately we do not accept cash as a method of payment.

For reservations made within 8 weeks of commencement of stay, then full payment is required at time of booking. Otherwise 50% deposit needs to be paid at the time of booking with the remaining 50% payable 8 weeks before commencement of stay.

Should payment not reach us within the required time, we reserve the right to cancel any reservations made and the deposit will be forfeited. Bookings are not guaranteed until your deposit is received and Casa Manchester has issued your booking confirmation.

### CANCELLATION

Any cancellation must be notified in writing as soon as possible.

If a cancellation is made 28 days prior to arrival date and acknowledged by us, you will receive a full refund.

#### Number of days before arrival date that you notify us of cancellation

More than 28  
15 - 28  
8 - 14  
0 - 7

#### Amount payable

full refund  
30% of total fee due  
50% of total fee due  
100% of total fee due

We advise that you obtain appropriate and adequate travel and personal insurance cover as depending on the reasons for your cancellation, you may be able to reclaim our cancellation charges from your insurance company.

No refunds will be made for non arrivals. Guests who do not stay for the full duration of their booking will not receive a refund.

### ACCOMMODATION AND OCCUPANCY

Although accommodation is confirmed in advance, the exact apartment cannot be guaranteed prior to arrival. The number of people allowed to occupy each apartment is limited to the number of beds. Guests must be at least 21 years of age. Younger guests must be accompanied by an adult.

### ARRIVALS AND DEPARTURES

Check-in time is usually between 3pm and 6pm on the day of arrival. Check-out time is 11am at the latest on the day of departure. Alternative arrangements can be made for special circumstances and may be subject to charge. Please contact us for further information.

### KEYS

All keys issued at check-in must be returned upon departure. Any unreturned or lost keys will be charged at £30 for each replacement.

### SECURITY DEPOSIT

The guest agrees to leave the property in a clean and tidy condition and to pay for all breakages, losses and damage. Please note that your accommodation rate includes a check-out clean of up to 2 hours. Any time beyond this, you will be subject to a minimum charge of £50.

## BOOKING TERMS & CONDITIONS *continued*

### LOSS OR DAMAGE

Casa Manchester does not accept liability for any loss, damage, accidents and injuries incurred during the guest's occupation of the apartment. Guest's baggage and belongings are at the owners risk at all times.

### BROADBAND

Broadband is supplied to most of Casa Manchester's apartments. Where broadband is available, we will try to ensure that this service is available at all times. If there is a fault which is deemed by Casa Manchester to be connected with the user's hardware or software, no support will be available.

### SERVICES

We 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.

### PETS

We regret that pets are not allowed into any of our apartments.

### SMOKING

Smoking is strictly not permitted in any Casa Manchester apartment.

### CAR PARKING

Parking is not guaranteed for the apartment unless otherwise stated. The Casa Manchester team will be able to advise guests of any other available parking options in the immediate area.

### CLEANING AND LINEN

Linen and towels will be replaced on the days specified by us and depending on the length of your stay. Weekly refresh cleans will commence from 9am on the specific day, if the cleaners are turned away for any reason, then the cleaning will not be re-scheduled until the following week. If you require additional cleaning on top of the scheduled cleaning, these will be charged at £30 per clean.