

Hedgerow Properties Terms of Business

By booking with Hedgerow, the guest agrees to the following terms of business:

Identification

Bookings are only secured once a scan or photo of the lead guest's Identification (passport or driving licence) has been received and processed in respect of such booking. We reserve the right to decline any booking if there is an issue with identification.

Suitability of the Property

Prior to booking, the guest has sole responsibility for determining the suitability of their rental property for their needs, on the basis of the information provided on the company website or online travel agent's site they may have booked through.

Prepayment

Hedgerow Properties will charge the guest's nominated card up to 30 days prior to the arrival date of the guest. (Where bookings are made directly).

Taxes and Service Charges

Cleaning Fees apply to the property based on the size & location of the property:

Manchester

2-3 Bedrooms: From £70 per stay.

4-6 Bedrooms: From £90 per stay.

Truro

2-3 Bedrooms: From £120 per stay.

4-6 Bedrooms: From £200 per stay.

This charge is not included in the nightly rate of the apartment and will be added to the total cost of the stay. This is advertised on all portals. This charge covers full cleaning of the apartment and the servicing of all bed linen after the departure of every guest.

Booking Conditions: Group Size, Ages of Group Members etc.

Guests must comply with the booking conditions set out in the property description. We reserve the right to (i) refuse access to the rental property for failure to comply with these conditions. If your group size or composition changes between time of booking and arrival, please notify us in advance and settle any associated large group fees (should this be accepted) that may be incurred as a result. Accommodating a group larger than that notified to us will result in a deduction from your security deposit, and we will not grant access to a property if the group size exceeds the maximum capacity set out in the property description. In all cases if the group size or composition does not comply with the conditions for the rental property and access to the property is denied as a result, you may forfeit all amounts paid in respect of your booking.

House Rules

By staying at one of Hedgerow's Properties, the guest agrees to adhere to the following house rules:

- 1. Strictly no parties of any kind are allowed on the premises.*
- 2. No smoking in any inside areas.*
- 3. No drug use. We operate a zero-tolerance policy and will contact the police if we receive a report of drug use in or around the property.*

4. *Noise must be kept to a minimum after 10PM*
5. *Neighbours must be respected at all times. This means be considerate about the noise you make in the property.*

Failure to comply with the house rules could result in the termination of your booking without refund and the loss of security deposits.

Works

Whilst every effort is made to ensure that your stay will be a pleasant one, we cannot guarantee that maintenance or construction works will not be ongoing in either nearby properties or streets. If we have prior knowledge that any such works will be undertaken at times which might cause unreasonable disturbance to your stay, we will of course notify you in advance and, should you wish, endeavour to either relocate you or offer compensation at the end of your stay following agreement with the relevant property owner.

Cancellation

After the guest makes their booking, they can cancel it free of charge up to 5 days before their stay (for Manchester bookings), or within 24 hours of making the reservation if the date the reservation is made is 6 days or fewer from the start of your booking or up to 30 days before their stay (for Truro bookings) or within 24 hours of making the reservation if the date the reservation is made is 31 days or fewer from the start of your booking. Thereafter, all amounts paid in respect of a booking are non-refundable, except in the event that: (i) the property becomes uninhabitable or the booking is unable to proceed prior to the start of the rental through fire, flooding or other force majeure event, (ii) the rental is unable to proceed following notification by the relevant property owner, such owner being aware of his obligations to let his property once you have paid a deposit in respect of a booking, or (iii) we are able to re-let the property over the applicable dates following our reasonable endeavours to do so.

In the event that both guest and host agree to cancel a booking, the guest will be refunded all amounts paid until that date, subject to the aforementioned cancellation policy and a cancellation fee of £350. We strongly advise clients to take out adequate travel insurance against having to cancel and protect against potential ensuing losses. If the rate booked through the booking agent was a non-refundable rate, then this is not refundable regardless of when the booking is cancelled.

**When booking using a third-party platform the cancellation policy that appears on that platform will be applicable to your booking. **

Issues During Your Stay

We'll endeavour to address any material issues with your rental property as soon as practicable following notification to us once your rental period has commenced. In the event that your rental property is not habitable, we'll endeavour to relocate you to a suitable property of equal or higher rental value whilst the home is returned to a habitable condition for you to resume your rental. In the event that we cannot relocate you, we'll offer you compensation for the period that the home is not habitable, such compensation not to exceed the rental rate you paid for the affected period.

Security Deposit

To protect the rental property against damage caused by tenants, we reserve the right to take a security deposit of up to £350 (or such other amount as may be applicable to certain properties) from your nominated card. Following check-out, if the property is found to have been damaged during your stay, or if contents of the property have gone missing, the deposit may be partially returned, or not at all depending on the costs of making right the damage. We reserve the right to refuse access to the rental property if we are unable to pre-authorize the card for up to this amount.

Bank/Card Charges

We accept no liability for charges levied by your bank or credit/debit card issuer relating to transactions associated with your booking with us. All amounts processed are in GBP and we do not accept any responsibility for fluctuating currencies - any resulting losses or gains are for your account.

Direct Bookings may incur a 3% charge for payments by credit card to cover third party processing fees.

Check In/Check Out Times

Check in times for our apartments are from 15:00 meaning keys can be collected from this time. Check out times for our apartments are 10:00 meaning the keys need to be back in the collection location by that time.

If a guest has purchased early check in and had this confirmed in writing by the Hedgerow properties management team, the guest may collect the keys from the specified location from 13:00.

Later checks out can also be requested, and these will be reviewed and approved subject to availability.

Failure to return keys to their rightful place at the correct time may incur additional charges

Parking

Please note, should parking be available, users of the car park do so at their own risk. Management (HPL) will not accept responsibility for damage, accident, or loss.

Disclaimer

By booking with Hedgerow Properties Limited, you agree, to the extent permissible by applicable law, that Hedgerow Properties Limited, its officers and employees shall not be liable for any loss, injury or damage suffered by you or anyone connected to you in respect of any lettings enquiry or tenancy arranged by us, including any tenancy failing to proceed following payment of a booking deposit, provided such failure does not occur through any act or omission on behalf of Hedgerow Properties Limited, its officers and employees.

Hedgerow Properties Limited is a private limited company registered in England & Wales; registration number 13367873.

Hedgerow Properties Management Team
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Please sign below to confirm you agree with the above Terms of Business.

Signed.....

Print Name.....

Date Signed.....