

ADSAT Properties Terms & Conditions

Please view the terms and conditions and privacy policy for ADSAT Properties. If you have further questions, please contact us and we will be happy to assist you.

These conditions govern all bookings made with ADSAT Properties, a trading name of ADSAT International Ltd., a company thereafter referred to as "WE" or "US", registered in England under the Company Number 4050920 and with head office at 146 Chase Side Southgate London N14 5PP. You ("you" "the booker" and all members of your party collectively called "the guests") accept these conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others. In addition by visiting or using our website you agree to comply with the Site Terms.

1.1 Your Booking

- Any booking, howsoever made, will only come into existence when payment has been made in full and your confirmation has been dispatched by us.
- Restrictions may apply in certain locations including, but not limited to, minimum night stay and age restrictions; you will be advised of these at the time of booking where applicable. We reserve the right to refuse any booking at any time.
- Upon arrival and before receipt of any keys or access cards the lead guest must complete the identification check and registration form.
- As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct you should tell us immediately. However, we regret we cannot accept any liability if we are not notified of any inaccuracy in the documentation. If there is an error in the confirmation or invoice, we reserve the right to correct it as soon as we become aware of it and will do so within 7 days of issue of the confirmation or invoice or, if your arrival date is within 7 days of booking, no later than 24 hours before your arrival date.

1.2 Special Requests

We will endeavour to do everything we can to help guests with special requirements. Please ensure we are made aware in writing, of any special requirements at time of booking so we can help you select the most suitable apartment for your needs. Although we will endeavour to meet any reasonable requests, no guarantees can be given that any request will be met. Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a particular request.

1.3 Group Bookings

We consider a group to be three apartments or more being booked in the same location and similar dates. Special conditions may apply and these will be advised at the time of booking. Cancellation charges may differ to those in clause 4.5 and will be advised at the time of booking.

2.1 Payment

Full payment is required at the time of booking. It will be held as a deposit subject to the provisions of Clause 4 as to Notice and Cancellation. Any additional charges can be paid at the time of checking in.

If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made. Any late payments will result in interest being charged at 4% above Bank of England base rate for the period concerned.

Payment should be made in Pounds Sterling by credit or debit card (credit/debit card payments may incur additional bank charges) cash, bank transfers and/or Paypal.

2.2 Security Deposit

A Security Deposit between £150 and £500 per apartment will be taken upon check-in at the discretion of Adsat Properties to cover "additional charges" (see cl.12), including breakages, damages, extra cleaning and further accommodation charges incurred during your stay. If your security deposit does not cover the total additional charges, we will be entitled to recover this from you without delay.

2.3 Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking and/or upon arrival at the apartments to cover "additional charges" (see cl.12.).

These charges will be deducted from any Security Deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the "additional charges" will be sent to you. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest directly for these charges.

3. Pricing

The rates we advertise are, to the best of our knowledge, correct at the date of publication but we reserve the right to change any rates from time to time. Prior to the booking being confirmed rates quoted are based on the rates prevailing at the time but are subject to change. Once a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes because of tax changes or other events beyond our control. VAT is charged at the rate in force at the time of booking.

4.1 Changes, Extensions and Cancellations

All requests for changes, extensions and cancellations must be made in writing directly to us. (Accordingly, if your booking is not changed, extended or cancelled through us you will be liable to pay us the full amount of the booking.)

4.2 Changes

If you wish to change any detail of your confirmed booking we will do our best to make the change subject to availability. If your change is rejected the original booking will be reinstated. If the changes incur a further charge you will be notified of this before the changes are confirmed. Name changes or child age changes will not incur any charges or administration fee.

4.3 Extensions

If you wish to extend a stay please give us as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change.

Where notice to extend a stay has been given, full additional payment will be due immediately to make it effective. We reserve the right to take all additional payments and charges from any credit/debit card used to make the original booking. Alternatively, the guest can choose to use any of the above mentioned payment methods (Cf, 2.1).

4.4 Cancellations

- We reserve the right to treat an early departure or reduction in the number of nights or apartments booked as a cancellation and apartments may be re-let and cancellation charges will apply. Non-arrivals will be treated as a cancellation and you will not be entitled to any refunds and any outstanding balance due on the full amount or additional charges becomes immediately payable.
- Please note that transaction fees are not refundable in the event of a cancellation.

4.5 Notice Period

For any cancellation made within 48 hours of the booking date, provided this is not less than 15 (fifteen) days prior to the arrival date, a full refund will be given.

For any cancellation made after the 48 hours period but not less than 15 (fifteen) days prior to the arrival date, Adsat properties might consider a discretionary partial refund. The Booker will need to contact Adsat Properties in writing within 24 hours of his written cancellation.

For any cancellation made after the 48 hours period from the booking date and within 15 (fifteen) days of the arrival date, payment made will become non-refundable.

5. Changes by Us

We do not expect to have to make any changes to your booking, however occasionally bookings have to be changed or cancelled or errors in information or other details corrected and we reserve the right to do so. If this does happen, we will contact you by telephone or email where reasonably possible. If a change has to be made or your booking has to be cancelled we will, if possible, offer you an alternative apartment of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund of the price difference. However if the alternative apartment is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a refund unless this is the result of an Event beyond our Control see below.

You should tell us as soon as possible whether you wish to accept any change or alternative apartment offered or alternatively if you want a refund.

Events beyond our Control include but are not limited to the following: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, epidemic, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations and building work undertaken at the property or in the local area, strikes, lockouts or boycotts, embargo, blockade.

6. Insurance

We are not responsible for the theft and/or damage of your personal belongings during your stay in any apartment booked. Therefore you are advised to ensure you have appropriate insurances in place. In addition you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

7. Website

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith but we cannot guarantee all information is perfectly up to date and/or accurate. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any of the apartments. Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

Our website (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual apartment size, design, fixtures, furnishings and facilities may vary.

8. Liability

We are responsible for our own operated apartments, subject to these conditions.

All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with us and these conditions shall apply in their place.

However, nothing in these terms and conditions shall affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes our liability for death or personal injury resulting from negligence; or for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by us, or any liability that cannot by law be excluded.

Subject to the paragraph above, we shall not be liable for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of use, loss of corruption of data or information, or any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

If you are booking for, as or on behalf of a business or business employee, that business shall indemnify us against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with your, or your business's, breach or negligent performance or non-performance of these terms and conditions. If you are booking for, as, or on behalf of a business or business employee, our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to us under your booking.

Other than in relation to death or personal injury caused by our negligence, or any other liability that by law cannot be excluded or restricted, our liability to you in relation to these conditions is limited to the higher of (i) GBP £1,000; and (ii) the value of the booking made with us.

9.1 Your Accommodation

All apartments are occupied as self-catering apartments and are only to be used as temporary or holiday accommodation for you, or your organisation. They are not for use as the principal, additional home or residence of guests; you will not be entitled to a tenancy or an assured short hold or assured tenancy. No relationship of landlord and tenant is created and no statutory security of tenure exists now or when the period of occupation ends. If you or any member of your party fails to vacate at the end of the period you will be charged the appropriate accommodation charges for the continued period of occupation. No persons other than the guests have the right to use the apartment.

These conditions constitute an excluded agreement under S(3A)(7)(a) of the Protection from Eviction Act 1977 (as amended) and cannot be construed as an assured tenancy under the Housing Act 1988 (as amended).

The maximum guests in an apartment is determined by the number of beds in the apartment. If the maximum number is exceeded then we may refuse access to the accommodation and/or reserve the right to charge for additional apartments.

9.2 Arriving and Departing

Apartments are available from 3pm on the day of arrival to 10am on the day of departure. Early arrival or late departure may be available for an additional charge but cannot be guaranteed unless booked and paid for at the time of the reservation.

9.3 Access to Your Apartment

We will meet all our guests at the address of the apartment booked at a mutually convenient time agreed upon during the booking to run through the check-in procedure and hand over keys or key cards for the apartments.

9.4 Departure

The procedure for departure will be confirmed on arrival.

10. Facilities and Services

Further information is available on our website, from our reservations team or on arrival.

- **Parking:** Some of our properties come with off-street parking. Most don't. For these, on-street parking is available with parking meters. We do not accept responsibility for any vehicles damages or theft and/or parking tickets.
- **Cleaning:** All apartments are cleaned on departure only. Housekeeping may offer courtesy calls for longer stays to offer additional supplies, linen/towel change if required and general cleaning.
- **Maintenance:** Routine maintenance is carried out regularly by our Management team; however, occasionally we may need access to your apartment to carry out essential maintenance. We will normally give you 24 hours notice except in the event of an emergency when we require immediate access provided immediate access is not required.
- **Broadband:** While we will make every effort to ensure the service is available at all times, we are unable to guarantee any internet or broadband connection and where a fault is deemed to be associated with the users' hardware or software no support will be available. We are not responsible for loss or damage to guests' computers or software at any apartment or while connected to a network service. Guests must not use the broadband connection at the apartment for illegal or immoral purposes and we reserve the right to pass on any records to the authorities if required.
- **Security:** Guests will be provided with a set of keys/fobs/access cards to access the property and the apartment. Additional sets can be provided on request. It is your responsibility to ensure you are in possession of these at all times and that they are returned at the end of your stay. An additional charge will be made for replacements and if we are required to provide access due to lost or forgotten keys.
- **Interruption to services:** We will make every effort to ensure that guests enjoy a peaceful stay, however, cannot guarantee or be held responsible for any failure or interruption of, services to the apartment or the building, including electricity, air conditioning, water or any damage to telephone, broadband, internet and other communications, including disruption or noise caused as a result of cleaning or repair works being carried out in another part of the property.

Where we are made aware of such failure or interruption we will endeavour to rectify such services within a reasonable period of time at our apartments.

- **Management Services:** Our Management team is available to ensure your stay is as comfortable and enjoyable as possible. Contact details and working hours are made available on arrival.

11. Guest Responsibility

Guests are expected to comply with any regulations for use of the apartment. Guest policies are available within the properties. If any guest breaches any of these conditions or the regulations, we reserve the right to request a guest vacate their apartment immediately without refund.

- **Smoking:** Smoking is not permitted in any apartment or apartment building. Any guests found to be smoking in the apartments will be fined £150.
- **Pets:** Pets are not allowed in any apartment or apartment buildings.
- **Nuisance:** Guests are required to behave in a responsible manner, respect the apartment and their fellow guests and keep noise to a minimum between the hours of 10pm and 7am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the apartment for any illegal or immoral purposes. An additional charge will be made if the Management team is called out in response to a nuisance complaint.
- **Age Restrictions:** At Adsat Properties, bookings will not be accepted from any paying guests if the lead booker is under 18 years of age. Proof of identification and date of birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.
- **Visitors:** Guests are responsible for their visitors. Non-residents are not permitted.
- **Damage:** Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance.

Any damage to the apartment will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and where possible photographic evidence.

- **Cleanliness:** We expect the apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs.
- **Lost Property:** All your possessions should be removed from the apartment on the date of departure. We will use reasonable endeavours to retain any lost items for up to 3 months after your departure date. Email: contact@adsatproperties.com for enquiries relating to lost items.
- **Storage:** Where facilities are available and at the owners risk, storage of luggage may be provided.

12. Additional Charges

As a guide additional charges include, but are not limited to the following:

- Breakages, loss or damage to the apartment or any of its contents
- Cleaning, specialist treatment charges where more than routine cleaning is required or smoking has occurred
- Inventory and condition reports
- Lost keys, fobs or access cards

VAT and local taxes are payable on all additional charges and where the level of the additional charges is not specified in these conditions, we will charge you the actual cost together with any administration cost. Prices for additional charges may change at any time. For payment of additional charges see cl.2.3 above.

13. Health and Safety

We take the health and safety of all our guests seriously. On arrival you should familiarise yourself with the layout of the apartment and building and the health and safety procedures as detailed in your apartment.

14. Complaints

In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the apartment manager as soon as possible in the first instance. If you do not give us the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received.

We aim to deliver the best possible customer service, but in the unlikely event that you are dissatisfied with our service, please contact us by email at contact@adsatproperties.com, write to Adsat International Ltd, 146 Chase Side Southgate London N14 5PP, U.K., or you can call us on +44 (0)20 8838 00 18.

15. Privacy

We may use your contact details to tell you about our services and apartments including special offers that we think may be of interest to you. If you do not want us to use your contact information please let us know by email at contact@adsatproperties.com. All information collected or properly obtained during the booking process will be processed in accordance with our Privacy Policy which, with our Site Terms, is incorporated into these conditions. Telephone calls may be monitored and/or recorded as a security measure, to help us to train our staff and improve our service to you.

16. General

We reserve the right to change these conditions from time to time. If guests are in breach of any of these conditions, we reserve the right to request that guests vacate their apartment immediately. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.