

Execflats.com

The ultimate home away from home experience

Luxury Serviced Apartments in Slough

Terms & conditions

1. Booking

Any booking made by you shall be deemed to be an offer by you to purchase the relevant apartment arrangements subject to these conditions. A contract between you and Execflats.com shall only come into existence:

- if booking by telephone, once your Reservations Executive has confirmed acceptance of your payment details; or
- if booking by via our website or email and the requested apartment is available, once you receive confirmation by email of your booking with the relevant booking link.

2. Rates

All apartment rates quoted are based on the rates prevailing at the time that a booking is confirmed (in the currency requested). Once a booking has been confirmed Execflats.com will not change the rate quoted unless you amend the booking but otherwise rates are subject to change without notice and may vary for currency exchange movements where applicable between UK and overseas locations. Exchange rates are determined by Execflats.com.

3. Deposit

A deposit covering additional charges incurred during your current (or any future) stay with Execflats.com, breakages and damages may be taken at the time of booking Execflats.com reserves the right to deduct from the deposit without further notice, all amounts chargeable under these conditions, including, but not limited to, further accommodation charges.

Within one week of any deduction of any additional charges from a deposit, Execflats.com will provide the booker by e-mail or otherwise with a breakdown of the issues and the applicable additional charges. If additional charges are taken from the deposit the remainder of the deposit will be refunded to the person who paid the deposit at the end of the guest's stay after an inspection of the apartment occupied and subject to settlement of all charges owing to Execflats.com.

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4a. Payment

Payment can be made by Bankers draft, Wire / BACS transfer , Debit and Credit payments can also be accepted, please note that payment by credit cards will incur a 3.5% handling fee.

4b. Payment of Additional Charges

- Valid credit/debit card details must be supplied at the time of booking to cover additional charges incurred during your current (or any future) stay with Execflats.com, breakages and damages. Execflats.com reserves the right to deduct from the relevant credit/debit card, without further notice, all amounts chargeable under these conditions, including, but not limited to, further accommodation charges. Upon arrival at the apartment debit/credit card details may also be taken as security for any additional charges, which may be charged separately by Execflats.com. In relation to Execflats.com owned apartments, Execflats.com may deduct from the debit/credit card the amounts of any additional charges incurred by the guest during their stay. The additional charges include:
- Telephone Calls: Telephone calls are charged separately. Sometimes, telephone call charges are provided by a 3rd party supplier. Where this arrangement exists, it is the guest's responsibility to set up a charge account with the service provider direct (details available in the apartment).
- Broadband: Broadband is available in some apartment locations and where applicable will be charged for separately. Where broadband is offered, Execflats.com will make every effort to ensure that the service is available at all times, but Execflats.com cannot guarantee any internet or broadband connection availability. If there is a fault which is deemed by Execflats.com to be associated with the user's hardware or software, no support will be available. The weekly charge for broadband entitles usage of up to 1GB of data transfer per week. Usage over and above this level will be charged at £15 plus VAT per GB per week thereafter.
- Other Chargeable Services: Details of any other additional services are available on request. The cost of any such services is payable directly to the apartment house.
- Cleaning: Execflats.com expects the apartments to be left in a reasonable state on departure. If, at Execflats.com's discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge. When the duration of the reservation is in excess of 28 days, a discretionary final cleaning charge of up to £100 plus VAT may be charged. In addition, if an apartment is deemed unfit for occupation, the booker /guest will be obliged to pay compensation to Execflats.com for loss of revenues in addition to the costs of cleaning and repair. Execflats.com reserves the right to charge £100 plus VAT (in addition to the general cleaning charges) for specialist cleaning to an apartment and/or its contents where smoking has taken place in a smoke free building.
- Damages: Damages to the apartment or contents caused by the guest must be paid in full by the booker. In the event of any breakages or damage discovered after the guest vacates, Execflats.com will notify the booker by e-mail within 1 week of the guest's departure, providing a detailed breakdown of the issues and the cost of rectifying them. 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.
- Keys: Execflats.com will issue the guest with sets of keys (as relevant) and extra keys are available on request. If the issued keys are not returned on departure a charge of up to £50 plus VAT will be made to the booker. If between the hours of 10 pm and 8 am a guest locks themselves out of the property and/or the

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apartment and requires assistance to re-enter the property and/or the apartment, Execflats.com reserve the right to charge £50 plus VAT call out charge in addition to the charge for lost keys.

- Call Outs: If the emergency call out number is used to call out the apartment manager between the hours of 10 pm and 6 am for any purpose other than an emergency, Execflats.com reserve the right to charge the booker a call out fee of £50 plus VAT.
- Within one week of any deduction of any additional charges from a debit/credit card, Execflats.com will provide the booker by e-mail or otherwise with a breakdown of the issues and the applicable additional charges. In relation to any additional charge payable, in the event that payment under a debit/credit card is declined, for any reason, or no card details are provided, Execflats.com reserves the right to charge the booker or guest direct. The booker or guest must pay this invoice within 7 days of issue.

5. Arrivals and Departures

Apartments are available for occupation from 16:00 hours on the day of arrival to 10:00 hours on the day of departure. Any additional hours of occupation outside the available times in each period of 24 hours will be charged as one extra day unless otherwise agreed. 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 to the booker prior to the check-in date. Many apartments operate unmanned receptions so access codes and other relevant details will be provided only after a booking is confirmed. It is then the booker's responsibility to ensure that the guests have all the key, access codes and other relevant information, provided to them by Execflats.com, to allow guests to access the apartments.

6. Cancellations and Amendments

If you wish to alter your booking, Execflats.com will endeavour to comply with your requirements, but cannot guarantee that these will be met. You will be obliged to pay any additional expenses incurred as a result of an alteration. Cancellations and amendments to confirmed bookings are subject to the following conditions, in addition, Execflats.com may charge, at its discretion, an amendment fee of up to £50 plus VAT to cover the necessary administrative costs incurred:

No refunds will be made for non-arrivals for any reason. Depending on the reasons for your cancellation, you may be able to reclaim cancellation charges from your insurance company if you have taken out travel insurance.

Requests for cancellations and amendments must be made by contacting Execflats.com's reservations team during (UK) office hours. Any cancellations or amendments notified directly to the preferred supplier will not be effective.

Reservations not amended or cancelled through Execflats.com's reservations team may become subject to a 100% charge to be applied.

Cancellations:

- Execflats.com's cancellation policy is set out below, however.
- All cancellations must be confirmed in writing. Cancellation charges will be applied in relation to the notice period between notification of cancellation and the date of stay at each apartment within a booking:

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Notice period	Charges Payable
Under 7 days	100% of the total charges
7-28 days	50% of the total charges
29 days to 3 months	£100 plus VAT
More than 3 months	no charge

- If you wish to cancel or further amend an extended booking (see "Extensions" below), You will be liable to pay the total charges for the extended period in accordance with the scale above.
- Execflats.com reserves the right to treat any reduction in the number of nights or apartments booked which results in a reduction in the overall charges payable as a cancellation.

Amendments:

- All amendments are subject to availability. Should any amendments be rejected your original booking will be reinstated.
- Name changes or child age changes will not incur any charges.

7. Extensions

- If you wish to extend a stay, Execflats.com requires notice in writing. Please give as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change. Failure to give Execflats.com notice in writing of an intention to extend a stay may result in your apartment being booked by another guest.
- Where notice of intention to extend your stay has been given, Execflats.com reserves the right to take all additional payments and charges from any credit/debit card used to make the original booking (plus any further deposit requirements). 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.

8. Accommodation and Occupancy

All apartments are occupied as serviced apartments and on the basis that no rights of tenancy are created, If this contract is with an individual person (as opposed to a company) then by entering into this agreement the person is declaring that the apartment booked is not his / her principal place of residence.

Reasonable care has been taken that the content of the Execflats.com 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 the Execflats.com website (and/or other means of promotion or advertising) is published in good faith.

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You should note the following points about apartments:

- apartments are individual and vary in style, size and layout so furnishing details are not uniformly standard. Although accommodation and location are confirmed in advance, the exact apartment cannot be guaranteed prior to arrival;
- The Execflats.com website (and/or other means of promotion or advertising) may contain a plan of the layout of the apartment. The plan will only be a general representation of the accommodation. Actual unit size, design, fixtures, furnishings and facilities may vary from those shown on the plan;
- The number of people permitted to occupy each apartment is limited to the number of beds. In some apartments extra beds can be provided and this will be at a charge to be agreed at the time of booking. If the number of people permitted to occupy an apartment is exceeded, Execflats.com may refuse access to the accommodation and either reserves the right to charge for additional apartments;
- You and your party must comply with any rules and regulations set by Execflats.com. In any event we recommend that you take time to familiarise yourself with the safety procedures in the apartments, the building and local area, paying particular attention to fire evacuation details and security;
- You and the other members of your party are responsible for payment of any charges made for use of facilities, such as but not limited to broadband, additional laundry services, and for any other fees levied by Execflats.com;
- Accommodation might not be able to operate heating and air-conditioning at any one time.
- Where internet or broadband connectivity is available, you agree to use such services in a responsible manner and not for any illegal purpose.
- Execflats.com shall use reasonable endeavours to retain any items left in apartments for up to 3 month after the guest's departure date. Please email admin@execflats.com for enquiries relating to any lost items.

For further information on individual apartments please email admin@execflats.com

9. Restrictions

In relation to Execflats.com owned apartments the following restrictions apply as standard. Full details are available on request:

- Smoking: Execflats.com operates a non smoking policy in its own apartments.
- Pets: Execflats.com regrets that pets are not allowed in the apartments.

10. Liability

Execflats.com is responsible for its own apartments, subject to these conditions. Execflats.com shall not be liable to any party for any amounts in relation to any acts or omissions under or in relation to that contract. Execflats.com is not responsible for the theft and/or damage of your personal belongings during your stay in any apartments booked. Therefore you are advised to ensure you have appropriate insurances in place.

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 Execflats.com 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

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these terms and conditions limits or excludes the liability of Execflats.com 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 the Execflats.com, or any liability that cannot by law be excluded.

Subject to the paragraph above, Execflats.com 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 Execflats.com 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 Execflats.com arising out of or in connection with your, or your business', 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, Execflats.com's 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 Execflats.com under your booking.

You also understand that although a third party may comply with local national laws, the rights and remedies under such laws may be different to that of England and Wales.

Execflats.com shall not be liable for any failure or delay in performance of its obligations which results directly or indirectly from any cause or circumstance which is beyond its reasonable control. The following shall be regarded as examples of such circumstances: 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, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations undertaken at the property, strikes, lockouts or boycotts, embargo, blockade.

Other than in relation to death or personal injury caused by Execflats.com's negligence, or any other liability that by law cannot be excluded or restricted, Execflats.com's 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 Execflats.com.

11. Services

Execflats.com 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, telephone, broadband, internet and other communications, disruption or noise caused as a result of repair works being carried out in another part of the property. However, upon notification by a guest/booker, Execflats.com will use its best endeavours to maintain and rectify (within a reasonable period of time) all services and issues (within reason) to Execflats.com owned apartments.

12. Feedback and Complaints

Execflats.com aims to deliver the best possible service, but in the unlikely event that you are dissatisfied with the service offered, you should notify Execflats.com in writing or by email as soon as possible in relation to any complaint about the booking service. In relation to any complaint about the apartment, you should notify the apartment manager as soon as possible in the first instance. If the problem cannot be resolved during your stay, you should write to Guest Services, at Execflats.com, 36 Greenhaven Drive London SE28 8FR, United Kingdom or you can email us at

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admin@execflats.com. Our policy is to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them.

13. General

Execflats.com reserves the right to change these conditions from time to time. Should guests be in breach any of these conditions, Execflats.com reserve the right to request that guests vacate their apartment within 24 hours. 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.

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You must keep secure any means of identification which Execflats.com supplies to you in order to use any services on this site. You acknowledge that you will be financially responsible for all use of this website including the use of your account by others. You must supply accurate and not misleading information when using any services on this site.

You confirm to Execflats.com that you are at least 18 years of age and possess the legal authority to enter into this agreement and to use this website in accordance with all the terms and conditions contained within.

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These site terms shall be governed by English law. Any disputes involving this site shall be subject to the jurisdiction of the English courts.

No unlawful or prohibited use

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Print name

Print name

Signature & Date

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