



TERMS & CONDITIONS

Booking Terms and conditions:

- **You must be over 21, Rooms are for single occupancy only, no couples, no pets.**
- **Minimum booking** is one week.
- **Week runs** Sunday 5pm to following Sunday 10am. If you are vacating, you must vacate by 10am Sunday.
- **Reservation of £60**, non-refundable, paid in advance by card payment only. The remainder of the first week's payment must be made within 24 hours of arrival
- **Subsequent weeks** Payments are due in full by Weds 12 noon for the following week. Your payment reserves the room for the following week and renews your weekly licence. If payment is not received by this time, your licence will not be renewed and your room will be made available for others to book from Sunday. We advise you block book to secure your room in advance.
- **Payments** can be made by card (secured payment link) or bank transfer. We do not accept cash. Payment details are provided on your booking confirmation.
- **For bookings less than 4 weeks** a £10/week surcharge is applicable.
- **Arrival ID** – your Right to Rent ID needs to be shown to our Housekeeper on arrival.
- **You agree** to the terms and conditions set out in this document, our privacy policy and refunds policy
- **You agree** to us supplying all documentation via your email address provided. If you require **hard copies, please put this in writing to us.**
- **You will sign a weekly licence on arrival.** This does not confer exclusive possession of the room.

Terms and conditions of your stay:

1. **No Smoking** anywhere inside or outside the property. You must leave the property boundaries completely to smoke. Property boundaries include front & rear gardens, outbuildings etc, and you must be beyond the boundaries & away from open windows.
2. **No Couples:** or evening/overnight guests are not allowed, as this puts pressure on bathrooms and kitchens; day visitors between 10am and 5pm by agreement only. Our rooms are single occupancy only.
3. **In the Kitchen:** **WASH UP** immediately, or load your items into the dishwasher. **WIPE DOWN** the surfaces, so they are clean for the next person. **SEPARATE YOUR WASTE** for recycling, as per the instructions there
4. **Keep Noise Down** – if you are unsure what is too noisy, ask someone else or the House Manager - always turn noise down when requested
5. **Don't cause a nuisance** for other Sharers in the house, or for Neighbours, through untidiness, intrusiveness or inappropriate behaviour.
6. **No Antisocial behaviour** Including but not limited to; Rude, violent, threatening, intimidating or harassing behaviour, hate crimes, drunkenness, illegal drug possession/use, noise disturbance & criminal damage.
7. **Health and Safety** Ensure you are considering others by turning off ovens/hobs when finished and cleaning bathroom/kitchen floors to prevent slip hazards after showering or spillages.
8. **Communal Areas:** SHARE THE SPACE amicably and respectfully with other Sharers. Keep personal belongings in your room or cupboard space so that communal areas remain tidy for cleaning.
9. **Report any damage** / maintenance concerns immediately to the House Manager or RLR Staff
10. **Keep** the Room allocated to you, and its contents, in good clean condition. It is your responsibility to clean this room during your stay. More information is provided on the "Sharers Responsibilities" sheet on the notice board. The House Manager will notify you of entry to check that en-suites and rooms are being cleaned.
11. **Heating** is set to mornings & evenings, do not interfere with heating settings. If you are cold, please let the office know. We can look at adjusting the heating/ providing you with a heater. Personal heaters/electric clothes dryers are not permitted in our properties. If we find you are using your own heater, we will remove this for safe keeping until you are due to vacate, when it will be returned to you. If removal of the heater is refused, a £10/ week surcharge will be added to your room rate to cover increased electricity costs
12. **If you have an electric bike or scooter**, charging is only permitted by prior approval, and surcharges to your room rate may apply. You must not leave this charging overnight or if you are not in the house, due to batteries fire risks. By signing this licence, you agree to follow the charging fire safety rules, which are displayed in the house, & on the documents link sent to you via email.
13. **In case of fire:** alert others loudly and exit the building quickly via the nearest fire exit. By signing this you agree to read and follow the fire safety information provided on the notice board. If fire safety rules are not followed this is a breach of the T's and C's of your stay
14. **Security:** Keep front and rear doors locked and report strangers. Do not share personal details of other sharers.
15. **Room Entry:** Access notice is not required however where reasonable we will make you aware prior. Staff & handymen can access communal areas 24/7.
16. **Insurance:** our insurance covers the house contents but not your personal belongings
17. **Arrival ID:** your required ID must be shown to our House Manager on arrival for checking and copying
18. **Room inventories** vary by room but may include keys, bedding, bed, mattress, wardrobe, chest of drawers, desk, chairs, bedside cabinet, curtains, blinds, lamps & shades, mirrors, extension leads, TV.
19. **Good practice documents:** You confirm by signing the weekly licence that you agree to be sent digital copies of: Gas Safety Certificate, EPC, Electrical cert, Fire cert, Right to Rent, How to Rent docs, Privacy Policy, Refunds Policy. If you require hard copies, please put this in writing to us.
20. **Any Damage** caused outside of normal wear and tear, will be charged to your card, using the following Tier System. **Tier 1:** Minor issues - Including replacing lost keys, excessive cleaning expenses. (£40). **Tier 2** – Including minor damages to carpets, furniture, décor etc that is easily repairable (£80). **Tier 3** – Including more major damages which will incur replacements such as furniture, carpets, fixtures and fittings – (£120). If you find damage in your room on arrival, please notify staff immediately.
21. **Respect your House Manager** – They ensure house rules are followed. They are not a 24 hours service, please do not disturb them late in the evenings unless it's an emergency.
22. **Tariff is weekly starting Sunday.** Your weekly licence is renewed for future weeks by paying in advance by the preceding Wednesday before 12 noon. If no payment is received by this time, your licence will not be renewed for the following week.
23. **By signing the weekly licence agreement, you agree to follow the above terms and conditions of your stay.** If you breach any of these conditions, we reserve the right not to renew your licence for following weeks and you must vacate the property. Once notice is given to terminate a licence, your room is then advertised for others to book.