



## BOOKING/ RESERVATION POLICY

In order to guarantee and confirm your reservation we would require a deposit or credit card number.

**The deposit required is four weeks rental payable in cleared funds on time of booking.** The deposit is initially used to guarantee the reservation; this is then held to cover any late charges or dilapidations and is refundable after departure minus any late charges. In general this will take up to 10 working days and will be refunded in the same format as it was paid.

Once the deposit has been received or deducted from the credit card we will forward a Tenancy Agreement, both copies of which must be signed and returned to Hyde Park Residence. After the tenancy agreement has been returned to us we will sign it and a copy will be returned to you for your records. **We will confirm your reservation and request full deposit and agreed rental plus VAT before arrival.**

**The rental plus VAT must be received prior to arrival.** We accept all major credit cards/bank transfer. We do not accept Personal cheques.

On check in you will be asked to complete a registration form as required by law with your full name, address, a copy of your passport and credit card details.

No electric scooters or electric chargers are accepted of being stored on the premises, due to the enhanced fire risk this brings to the premises.

Once all the monies have been received we will accompany you to the apartment to show you how everything is operated. We also will leave you with an inventory list of the apartment.

Once you have made a firm reservation we will contact you in order to assist you with any requests. Please note that you will receive a welcome pack on arrival consisting of milk, bread, tea, coffee, sugar, cereal and jam/conserves.

### Cancellation Policy/ Amendments/ Extensions/ Early Departure

#### Cancellation Policy (prior to check in)

Once the deposit has been received, should you then wish to CANCEL the booking the following policy applies: -

#### Deposit Kept

1 Month or Less Notice of Cancellation	8 weeks rental cancellation charge
More than one Months Notice of Cancellation	2 weeks rental cancellation charge

Minimum Stay Our minimum stay is 91 nights.

VAT Value added Tax (VAT) will be added to all rental charges at the rate of 20% VAT for the first 28 days reducing to 4% thereafter.

Value Added Tax (VAT) will be added to all services used at 20%.

#### Amendments (prior to check in)

You may be able to change your arrival/departure date without incurring any charges but of course this will depend on the availability.

#### Your Stay

You will be asked to sign a Tenancy Agreement as law binds us. The Tenancy Agreement is a monthly tenancy agreement although the minimum stay is 91 nights and may be terminated by us serving notice to terminate.

#### Extensions

All extensions are subject to availability. If your stay is extended the tenancy agreement will continue. It is not necessary for us to issue a new tenancy.



**Early Departure (after check in)**

As our minimum stay is 91 days or 3 months, should you wish to vacate earlier than the agreed departure date you will be charged the full 3 months rental plus VAT and the tenancy agreement will be terminated.

**On Departure**

Upon departure there will be an additional charge added to all guests' final bill for an apartment condition report.

**Please contact our Residence Team on +44 (0)20 7409 9000 to discuss any of the above**