



## SpotApartments Booking Terms and Conditions

SpotApartments **“us” “we” or “our”** is referring to SpotHost Limited which acts as a representative of the SpotApartments brand name. SpotHost is a private limited company registered in Scotland under number SC551158 whose registered office address is at Clyde Offices, 2nd Floor, 48 West George Street, Glasgow, G2 1BP. You accept the conditions outlined below yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others.

**“guest” “you”, “your”, “payer” or “customer”** is referring to the person using services provided by SpotApartments.

### Check-in:

The check-in is available from 15:00 on the day of arrival. SpotApartments will contact you 72hrs prior to your arrival to confirm your check-in time. Once the time is confirmed, a host will meet you at the apartment to welcome you and hand over the keys.

Check-In is 24 Hours a day, however any check-ins after 22:00 is subject to a £30 charge. Please note that early check-in can be requested however is subject to availability and chargeable on the day of your arrival.

### Check-out:

The guests must checkout by 10:00 on the day of departure. Please note that a late checkout is subject to availability and costs £10 per extra hour. Please let us know on the day of your arrival if you'd like a late checkout.

### Cancellation:

SpotApartments operates a 7 days full refund policy. In the event of cancellation 7 days prior to arrival, the guest will receive a full refund. Any cancellation made after 7 days of arrival, the guest will be charged the full amount of the reservation.

Please note all refunds will be subject to a £15 administration fee and will be processed within 3-5 working days after the request is submitted. In addition you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

### Payment:

SpotApartments will accept all major credit/debit cards, excluding American Express.

Once the booking is confirmed, you will be required to make the payment to secure your reservation. Failure to pay the invoice by due date will result in booking being cancelled and any special offers being withdrawn.

Please note that we do not store credit/debit card details. Your payments will be handled by a 3rd party to process any payments – which will be PCI DSS complying, meaning the Payment Card Industry Data Security Standard is a set of security standards designed to ensure that all companies that accept, process, store or transmit credit card information maintain a secure environment. More details can be found at ([www.pcisecuritystandards.org](http://www.pcisecuritystandards.org))

Payments are to be made in Pounds Sterling. If the booking rate displayed in another currency to the rate, this will be converted into pounds sterling at the exchange rate in force at the time of booking. We cannot be held responsible for rate changes between booking and time of cancellation.

For corporate bookers and a selectful number of customers with agreed payment terms, payment by bank transfer can be considered. Any payments made to us by card will show in your bank statement as “SpotHost Ltd”

### **Security Deposit:**

The lead guest will be required to pay a security deposit of £250 upon arrival for incidental charges. This deposit is fully refundable upon checkout and subject to a damage inspection of the apartment.

The deposit can be paid by credit/debit card. If no damage is found a full refund will be paid to the customer. The refund may take up to 14 days depending on your bank.

The lead guests will also be required to show a government-approved photographic ID upon check-in. SpotApartments reserve the right to obtain a copy of this ID for our records.

### **Use of Apartment:**

It is forbidden to use our apartments for parties or gatherings where occupants of neighbouring apartments might be disturbed. If, on arrival, it is felt you are intending to use the apartments for such an event you may be refused entrance. If it is discovered that you are holding such an event after arrival you will be required to leave immediately. In such circumstances, SpotApartments are not obliged to provide or locate alternative accommodation. No refund will be issued in these circumstances and your deposit will be jeopardised.

### **Loss or Theft of personal belongings:**

SpotApartments are not responsible for the loss, 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.

### **Number of Occupants:**

You are responsible for ensuring that the apartment is not occupied by more guests than it is stated on your reservation, which is set to the number of beds in the apartment. We reserve the right to refuse admittance to the apartment if we feel this condition is likely to be breached. In this case no refund will be returned. The apartment cannot be re-let/sublet to any other group/party without the written approval of SpotApartments.

### **Damage Inspection:**

You are responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the stay. Except in the case of normal wear and tear you will be responsible for any damage to the apartment or its contents, which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or their guests. Such damage must be reported, without delay, to SpotApartments.

The cost of the repair or replacement must be agreed with, and paid to, us. You are responsible for ensuring that no person staying or visiting the apartment during your stay will suffer anything to be done which would endanger the policy of our insurers in respect of the apartment and its contents which might make the same void or voidable.

### **Smoking:**

We operate a strict NO smoking & NO drugs policy. It is not permitted in any apartment or apartment building. Ignoring this will result in eviction without a refund, and any odour to be removed will be charged by SpotApartments.

### **Pets:**

SpotApartments does not allow pets in the apartment or in the apartment building, unless approved by SpotApartments through written communication.

### **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 of £60 will be made if the management team is called out in response to a nuisance complaint.

### **Age Restrictions:**

In order to ensure our guests enjoy a stay free from disturbance, non-corporate bookings will not be accepted from any paying guests under the age of 21. We require that there is at least one person aged 21 or over staying at the apartments for each booking. 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.

### **Refunds:**

Any refunds will be issued by the original payment method by our accounts team.

### **Complaints:**

In the unlikely event that you are dissatisfied with any aspect of our services please notify us within 7 days of the date of departure from the apartment. Any complaints about the apartment, its content or our staff must be made in writing to us via email [complaints@spotapartments.co.uk](mailto:complaints@spotapartments.co.uk). We will take all possible measures in order to solve the issue, and provide you with the best customer service possible. Please allow up to 10 working days for us to process your complaint.

### **Information:**

Whilst we endeavor to ensure the information in this document is correct and maintain this document up to date. We however do not warrant the completeness or accuracy of the document.

We reserve the right to change these terms and conditions from time to time. If guests are in breach of any of these conditions we reserve the right to request that guests leave their apartment immediately without entitlement to any refund. These conditions shall be governed by and construed in accordance with the Scottish Law and the Courts of Scotland shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.

**The guest agrees with all the terms and conditions above prior to making a reservation for this apartment.**