

Terms and Conditions

Marlow Apartments

Please take time to read these terms and conditions so that you understand your obligations when you confirm a booking.

Please note that the apartment is let as a holiday / short stay accommodation and does not create a landlord and tenant relationship. The agreement confers no protection to you under the Housing Act 1988.

Provisional Booking

A provisional booking can be made on-line, by email, phone or in writing but the booking will only become secure on receipt of the necessary deposit.

Booking

When booking your stay please pay particular attention to the dates as arrival and departure dates are critical to our schedules. If you are arriving from abroad please check which date you fly and which date you arrive. We would not wish for anyone to arrive on the wrong day.

All guests will be issued with a booking confirmation that also acts as a receipt for any monies paid. Marlow Apartments is your home for a short while and we do want you to feel relaxed and comfortable right from the start.

Arrival

At the time of booking please confirm an approximate time of arrival. If this changes please telephone, ideally by the day before your arrival, to advise of the change.

We ask guests to arrive after 16:00 as this gives us time to prepare the apartment, however, alternative arrangements may be possible if requested. We like to welcome all guests personally so it is important that we know your expected arrival time. Please phone us if you are delayed. On your arrival day someone will be on our mobile 07737 287 485. We will settle you into your apartment and explain any details. A key will be given to guests on arrival.

Departure

We expect guests to vacate the apartment by 10am at the latest in order to prepare it for the next arrival. Please let us know your departure time so that we can organise our housekeeper. Alternative arrangements may be possible if there is no follow-on booking. Keys must be returned on departure.

Payment process

A £100 deposit per week is required to secure a booking. Your booking will only become secure upon receipt of the deposit. On paying the deposit you enter into a contract of hire and will become liable for the full cost of hire.

The balance of payment is due no later than FOUR WEEKS in advance of your arrival date. If full payment is not received by this date we may forfeit the deposit and remarket the apartment. Where bookings are taken within four weeks of your stay, full payment must be made immediately.

The deposit should be sent by post to E. Stewart at 2 Ryans Mount, Marlow, Bucks SL7 2PB, England. Alternatively payment may be made by bank transfer (please request the bank details). Cheques payable to "E. Stewart" or "Marlow Apartments". Please note that all deposits are non-refundable and that credit cards are not accepted.

Cancellation policy

Your booking constitutes a contract with us at Marlow Apartments and you will be responsible for the rental due to us for the entire period. For such financial reasons we strongly recommend that you take out cancellation insurance to cover the cost of your accommodation should you be unable to stay for reasons beyond your control. If you wish to cancel a booking you must give Marlow Apartments notice in writing as soon as possible. A 100% cancellation charge will be payable. On receipt of the written cancellation Marlow Apartments will endeavour to re-book the Accommodation for the rental period and, if successful for the whole or part of the period, will refund the relevant proportion of the money paid less £100.00 (one hundred pounds) to cover office administration.

We will only cancel for reasons beyond our control. In such an unlikely event we will offer you alternative accommodation and if this is not acceptable then a full refund will be made.

Damage

Guests are expected to take all reasonable care of the apartment and its furniture and fittings. You will not normally be charged for minor breakages but in confirming your booking you are agreeing to pay for any damage to the property which could have been avoided. Please report any damage as soon as possible. Where damage is found after your departure you will be invoiced for the full cost of repair or replacement.

Whilst we will aim not to disturb you during your stay we do reserve the right to enter the premises in order to check compliance with the terms of the letting or to attend to any urgent matters of repair that have arisen. Save in the case of emergency we will always contact you beforehand to let you know we need access.

Smoking Policy

Smoking is not permitted in any part of our premises.

Pets

Pets are not allowed to stay in the apartment.

Pricing

Prices are displayed on-line on the Prices and Availability page. VAT is not payable on the rental.

Cleaning, Laundry and Towel Changes

The apartment will be cleaned on a weekly basis for stays of more than one week. Bed linen and towels are changed on a weekly basis.

Laundry Facilities

The apartment has a washing/drier machine and ironing facilities.