

Belfast Short Lettings: General Terms and Conditions

By proceeding with the booking process you are agreeing to all the following terms and conditions:

All rental rates quoted on websites and advertising materials are subject to availability and alteration. All special offers quoted are limited and subject to availability and may be subject to a minimum night stay.

Please note that specific Terms and Conditions may apply to our promotions and special offers and these will be detailed individually where applicable.

Belfast Short Lettings ("the company") reserves the right to cancel contracts based upon incorrect information being displayed in relation to price or service.

Guests must understand, without exception, the company's absolute right to refuse accommodation or any other services to person(s) who, in the sole discretion of the company, may act in such a way to interrupt the smooth running of the company.

Guests will be asked to provide a copy of photographic identification passport, driver's licence, ID card by email at the time of booking or on arrival at the property.

Reservation and Payment

To confirm a reservation, a deposit of 30% of the overall cost of the stay is required. The booking is confirmed when this amount has been received by Belfast Short Lettings and you have received a confirmation email. The remaining balance (70% of the overall cost) plus the security damage deposit is payable no later than 28 days before arrival to the property

A security damage deposit of £100 is required as a guarantee that the property and the contents are returned in the same condition they were found. This deposit must be paid by bank transfer with the balance rental cost and will be returned (by bank transfer) within 7 days after check out under the condition that the property and contents are intact.

Payment details for BACS/bank transfer will be provided at the time of booking.

Cancellations and Changes Policy

Cancellation where guests have made payment in FULL:

Guests will receive:

- a 50% refund of the total costs if they cancel at least 8 weeks before the start of the stay; or
- a 25 % refund of the total costs if they cancel up to 4 weeks before the start of the stay.

Where guests have made PART payment of booking deposit only:

If the guest cancels or the balance is not paid on time, the booking deposit cannot be refunded.

If the balance payment is not received at least 2 weeks before the stay, the booking will be automatically cancelled.

If the guest has paid the balance in full, they will receive:

- a 50% refund of the total costs if they cancel at least 8 weeks before the start of the stay; or
- a 25 % refund of the total costs if they cancel up to 4 weeks before the start of the stay.

Date changes may be requested and we will attempt to accommodate these where possible. In these circumstances a different property may be offered to that originally booked. Any change of rate relating to the new dates will be charged and must be paid at the time of the change in order for the change to be confirmed. A date change is only confirmed when any rate increase has been paid and you have received a confirmation email. Where the change of date is not possible due to availability the existing booking is subject to the cancellation policy

In the instance where unforeseen issues occur with the property Belfast Short Lettings reserve the right to transfer the booking to a property of similar characteristics or to cancel the booking and make a full refund.

Check-in/Check-out

We aim to offer as much flexibility with guests as we can. Generally Check-in can start from 14:00hrs.

We request that guests check out at 11:00hrs.

Please contact us if you have a specific time requirement.

We attempt to accommodate all arrival times within reason. However this is subject to us receiving the details of arrival no later than one week before the booking commences.

A late check out (after 12:00hrs) can be arranged upon agreement if the property is available with a surcharge of £30.

Conduct

Guests are committed to act with courtesy and respect towards residents and surrounding area. Loud noise and general acts of disrespect will not be tolerated. Parties of any nature are strictly prohibited. Excessive noise after 11pm is not permitted. The non-fulfilment of any of these norms can cause the immediate expulsion of the guests from the premises without reimbursement and without the right to claim any type of compensation. If there is a complaint made against a guest and there is reasonable evidence for management to believe that the guest was creating a disturbance there will be a £100 call out/administration fee applicable.

Guests are not permitted to have overnight visitors unless this is clarified and confirmed by Belfast Short Lettings. The number of persons staying in the property must not exceed the maximum allowed as per the booking.

The guest is responsible for leaving the property in reasonable conditions for cleaning, in the same way the property was found upon checking in. If any of these conditions are not satisfied Belfast Short Lettings reserves the right to charge a cleaning fee of up to £250. In the instance where furniture or decoration of the property is damaged or destroyed an additional fee may be charged to cover the cost of repair or replacement.

SMOKING is strictly **PROHIBITED** inside all our properties. The security damage deposit will be forfeited where there has been smoking inside a property.

Pets are not allowed.

In the instance where illegal activity of any description takes place the PSNI or other law enforcing body will be contacted immediately.

Belfast Short Lettings cooperates with law enforcement inquiries, as well as other third parties to enforce laws and intellectual property rights. Therefore, in response to a verified request by law enforcement or other government officials relating to criminal investigation or alleged illegal activity, we can disclose personal information that has been provided.

Liabilities

Belfast Short Lettings and the owner are not liable for any damages that may occur as a result of the guest's stay and usage of the property including damages, losses, missing items due to robbery, criminal behaviour, fire or any other circumstance.

Guests are advised to ensure that they arrange their own travel insurance. We do not provide insurance for your personal effects, nor is this provided under the insurance cover for your accommodation. It is therefore advised that you make arrangements for insurance to cover your personal effects.

Privacy

Belfast Short Lettings ensures that the privacy and protection of personal data is treated with the utmost respect.

We fully support and adhere to the principles of the Data Protection Acts 1998 and 2003. We confirm that we will:

- Obtain and process information fairly
- Use and disclose it only in ways compatible with these purposes.
- Keep it safe, secure, accurate and complete.
- Ensure it is adequate, relevant and not excessive.
- Give a copy of personal data upon request.

We collect your personal information in order that we can confirm your reservation; email you in advance (where applicable) in order to make arrangements or preparations; contact you regarding your reservation; understand your needs and preferences; maintain a record so we can better serve our guests.