

## **Booking Terms**

These Booking Terms apply to the business named above (under the 'Booking with' section of the Booking Confirmation and the 'Provider Information' in the confirmation email) our officers, employees and agents ('We'/'Us'/'Our') and the person or legal entity making the Booking or to whom We supply services in respect of the Booking ('You/Your'). These Booking Terms are governed by English law and apply to all Bookings except where We agree in writing other terms. By making a Booking You are deemed to accept these Booking Terms.

### **Bookings**

Bookings are made and a contract between You and Us comes into effect when We accept a reservation from You. We will accept a reservation when We have confirmed Your reservation and received full payment of the total price quoted from You or in the event that we require a non-refundable deposit, when we have received full payment of the total value of the non-refundable deposit. Where a non-refundable deposit is paid, the balance will be paid by You to Us on either check-in or check-out.

You must be able to enter into a legally binding contract and be over 18yrs to make a Booking.

Bookings must be paid for using an acceptable and valid credit or debit card.

When a Booking is confirmed, a reservation number is given. This number must be retained for access to the Booking details if cancellation or amendment is necessary.

### **Prices**

All published rates include VAT where applicable (and local taxes) at the current rate. Rates are per room per night. If You have selected supplements they will be added to the total price of the Booking. Rates do not include other costs you may choose to incur during Your stay (unless otherwise stated).

Rates quoted are correct only for the specific number of guests, nights and dates shown. Should You change the number of guests, dates or room nights, then the rates are subject to change.

### **Availability**

In the rare case that due to unforeseen circumstances we cannot deliver Your requested accommodation, You will be offered alternate accommodation.

### **Arrival and departure**

Check-in times are specified on your booking confirmation. Check-in times outside of those specified must be confirmed with Us prior to arrival. The Check-out time is also specified on your booking confirmation.

## **Cancellations**

If You have paid a Booking Deposit (always equivalent to the cost of one night's accommodation or service) or the full amount of Your Booking:

If You cancel Your Booking within 48 hours of the scheduled check-in time on the date of arrival as printed on your booking confirmation a charge equivalent to the cost of one night's accommodation (or service) will be levied.

If You need to cancel Your Booking more than 48 hours before the scheduled check-in time a full-refund will be given unless otherwise stated.

## **Amendments**

To amend or Cancel Your Booking, call the business directly using the number contained within the booking confirmation. If you amend Your Booking within 48 hours of the scheduled check-in time on the date of arrival, and as a result You cancel any room night with less than 48 hours notice a charge equivalent to the cost of one night's accommodation (or Service) will be levied.

## **Payment**

The total amount payable to confirm the Booking is quoted above and will be charged to Your credit or debit card at the time of Booking.

All additional goods and services purchased during your stay must be paid in full on presentation of invoice at check-out.

The website on which you have booked is operating merely as a platform provided by eviivo limited (registered office 154 Pentonville Road, London, N1 9JE company number: 05002392) ("eviivo"). You acknowledge that eviivo is not a party to the contract between you and the accommodation establishment you have selected; does not endorse the service; is not responsible for the quality or safety of the service; and, is not responsible for the performance of the contract, including acts or omissions. In no event will eviivo be liable to you for any lost profits or any indirect, consequential, special, incidental or punitive damages arising out of, based on or resulting from your booking even if eviivo had been advised of the possibility of such damages. These limitations and exclusions apply without regard to whether the damages arise from breach of contract, negligence or any other cause or action. Nothing in this clause shall operate to exclude eviivo's liability for death or personal injury resulting from its negligence or any representations made fraudulently