

Terms and Conditions for myhomeisyours.com

Definitions

- **Guest:** The person or persons staying in the Property.
- **The Booking:** The confirmed reservation for the Stay.
- **The Property:** The accommodation provided by myhomeisyours.com.
- **The Stay:** The duration of time for which the Property is booked.
- **The Landlord:** The owner or agent of the Property, namely myhomeisyours.com or one of Our trusted Property owners or agents.
- **The Welcome Pack:** A house manual or communication containing all the information relevant to the Booking.
- **The Booking Confirmation:** Email confirmation which includes Property Address, check-in and check-out dates and costs.

General

These booking conditions set out the basis upon which accommodation reservations are accepted for clients (“You”, “Your party”) by myhomeisyours.com (“Us”, “We”, “Our”). The terms are myhomeisyours.com specific. If We place You in one of our Landlord homes, additional terms may apply and will be supplied to You as part of the Welcome Pack. If additional terms are supplied, both apply, but for the avoidance of doubt, Our terms will have primary ranking.

myhomeisyours.com is the trading name for BNBL Limited, company number 09447238, registered address 142-143 Parrock Street, Gravesend, England, DA12 1EY

Acceptance of Terms and Conditions

You will be deemed to have confirmed Your booking and accepted these terms and conditions immediately after receiving Your Booking Confirmation email from myhomeisyours.com.

Confirmation of Booking

All booking details are confirmed by Us via a Booking Confirmation email and are deemed to have been accepted by You and Your party. All Bookings are non-refundable. In some instances, We may require ID verification at check-in to validate the Lead Guest – this will be confirmed as part of the terms and conditions. Passport, Identity documents and/or Driver’s License are acceptable IDs

Prices

All prices are provided in UK Pounds Sterling (GBP). myhomeisyours.com is VAT registered and the prevailing UK VAT rate applies (VAT number 317251621). Prices change due to seasonality and supply. All quotes provided by myhomeisyours.com are valid for 24 hours.

Payment Procedure

When a Booking is made fewer than 30 days prior to the arrival date, the full booking fee is required to confirm the reservation. When a Booking is made 30 days or more prior to the arrival date, an initial payment of 25% is required to confirm the reservation. Where an initial payment has been made, the final payment of 75% is due to be paid 14 days before arrival. If We do not receive full payment by this time, the booking may be cancelled and the initial payment forfeited.

Methods of Payment

Payment must be made to myhomeisyours.com in UK Pounds Sterling (GBP) and must be clear of all bank charges, exchange rate variations, and any other deductions.

We currently do not accept credit or debit card payments but can facilitate bank transfers, Paypal and/or other payment types upon request.

Use of Properties

All Properties are offered on a fully furnished serviced basis and no rights of tenancy are created in respect of the Property. The Guest shall vacate the Property at the end of the Stay and other than the rights set out in these Terms and Conditions shall not acquire any other rights in or in relation to the Property.

Parties are strictly forbidden in the Property. Any Guest who does not comply with this policy will be asked to find alternative accommodation and will be escorted from the Property. myhomeisyours reserves the right to cancel the Booking with immediate effect and without refund if any terms and conditions are breached. If a call out is necessary due to a nuisance or disturbance myhomeisyours reserves the right to charge a call out fee of £500 (Five Hundred Pounds).

Only the number of Guests named on your Booking Confirmation can stay at the property. The Guest shall not authorise or permit any other person(s) to enter or stay in the Property without the prior consent in writing from myhomeisyours.

The Property cannot be used for commercial or business purposes.

Facilities and Services

Unless otherwise specified, the price quoted for all serviced Properties include utilities and taxes. Fresh bedlinen and towels are included on your arrival. Extra cleanings & laundry can be requested and We will endeavour to facilitate at an extra cost.

All Properties are fully furnished to a high standard and a Welcome Pack is provided prior to Your arrival. Internet connection is provided at all locations unless otherwise stated. There is no charge for normal use, as described in our Fair Usage Policy, see below. If a loss of connection occurs, We will endeavour to get reconnected as quickly as possible but We cannot be held liable for any losses resulting from the loss of connection.

Fair Usage Policy

Broadband usage is subject to what myhomeisyours.com considers to be fair use. This is sufficient for all normal activities, e.g., web browsing and emailing, but may be exceeded if there is a significant amount of activities such as video streaming and gaming. Please note: any illegal internet activity, e.g., peer-to-peer file sharing, will result in the internet access being closed down for the duration of your stay.

Use of utilities (electricity, gas and water) are subject to fair use. Utility usage is regularly monitored, we will notify You of usual peaks in utility usage and if they persist, We reserve the right to charge You.

Arrival & Departures

Property details and the Welcome Pack will be shared 24 hours before your check-in date by email or whatsapp.

The Property will be available exclusively from 4pm on the day of arrival to 10am on the day of departure. Any additional hours outside of these times will be charged extra unless otherwise agreed.

Failure to report any issues with the Property, at the point of check-in or during your stay, will invalidate your right to any recourse. We ask that all issues are reported immediately to enable Us to remedy the issues – all

issues can be logged via telephone on 0330 043 4566 or via email at guestcare@myhomeisyours.com. If a remedy cannot be found, We will seek to find an alternative solution.

Late checkout is chargeable and cannot be guaranteed but must be requested prior to the Guest's arrival.

During Your Stay

The Property needs to be maintained in good condition always and We reserve the right to inspect the Property at weekly or fortnightly intervals. We will inform you in advance of our visit and give 24 hours notice.

On occasion, We may need access to the property to conduct routine maintenance and We will liaise with You in advance and arrange an appointment.

We ask you to respect Your neighbours always and observe quiet hours between 8 pm and 8 am.

No items are to be removed from any Property or dismantled in any way.

The Property cannot be re-let/sublet to any other group/party without the written approval of myhomeisyours.com.

We reserve the right to refuse admittance or terminate the Stay in the Property to the hirer and their party if they are in breach of these conditions.

Deposit

A deposit is taken for all Bookings and will be returned within 48 hours of check-out pending the property being returned respectfully and without damage.

Damages

At the point of check-in, if a Guest notices any damaged items, kindly report these ASAP.

All damages need to be declared immediately by the Guest and paid in full. If during a scheduled inspection or cleaning, We notice damage, We will require immediate payment.

We reserve the right to increase the deposit held on a Property if damage is noticed during Your Stay.

At check-out, if damage is noted, We will supply photographic & video evidence and will expect the full damage to be paid for. In the event of the damage being greater than the deposit, We expect full reimbursement. If the damage impacts Us accepting further bookings or cancellation of bookings, We will levy the nightly rate relevant to Your booking until the Property can accept further Bookings.

Keys

Guests will receive 1(one) set of keys. Additional keys, when supplied, will require an extra deposit. Failure to return keys to box or leave at the Property will incur a cost. In the event that a Guest loses a key, for safety reasons, We will need to install a new key system. The cost of this needs to be funded by the Guest.

Cleaning

All properties are to be left in a reasonable state on departure. If additional cleaning is required, the cost of this cleaning will be added as an additional charge, at our discretion. All Guests need to adhere to the council-specific waste disposal rules, such as segmentation of food waste, recyclables and others. Excessive rubbish and un-recycled rubbish will incur additional charges.

Pets

Each Property has their own Pet Policy. If We agree to You bringing Your pets, You need to be fully responsible for any damage caused by the Pets.

Amendments & Cancellations

All Booking confirmations are issued as non-refundable. If You wish to alter Your booking (e.g., change the dates of your stay or the accommodation requested), We will use reasonable efforts to comply with Your request, however, We cannot guarantee that We will be able to do so and We accept no liability for any loss, damage, or additional expense that may be incurred in that circumstance.

Emergency Call Outs

myhomeisyours.com operates a 24/7 service. In case of emergencies, namely flood, fire, power cut, and lost keys, call the 0330 043 4566 number. In case You cannot reach Us, call 999. If a Guest uses this number for any other reason, outside of office hours, We reserve the right to charge the Guest a call-out fee of £250.00 (Two Hundred & Fifty Pounds).

Injury or Loss

We cannot be held responsible for any personal injury, loss or damage to personal effects however arising at the Property. Neither We, nor Our Landlords, can be held responsible for any circumstances beyond Our control including, but not limited to, mechanical breakdown, illness or failure of any public service supply.

We advise all Guests to be personally insured before their stay at our Properties.

In the event that We are found liable to You on any basis whatsoever, Our maximum liability to You is limited to the total cost of the Booking or the appropriate proportion of this, if not everyone on the Booking is effected or if a proportion of your Stay was impacted.

Smoking

Smoking is strictly forbidden in all Properties. Some Properties forbid smoking outside. If in doubt please ask. In the event that the Guest does smoke in the Property, myhomeisyours shall be entitled to charge the Guest the sum of £350 (Three Hundred and Fifty Pounds) by way of Liability to cover the additional cleaning, freshening and airing of the Property over a 24 hour period. Any damages caused to any items within the Property will be charged for in addition to this fee.

Security of Tenure

All Properties are occupied as serviced accommodation and on this basis no rights of tenancy are created, they are exempt from security of tenure under the Rent Act. Myhomeisyours.com reserves the right to access the Property and/or terminate Your stay at any time without prior notice if it deems necessary.

Information on Accessibility/Mobility/Equality & Anti-discrimination legislation

Myhomeisyours.com operates in accordance with the Disability Discrimination Act 1995 and the Equality Act 2010, as such, We encourage all prospective Guests to talk to us about any special accommodation requests they may have. We will be pleased to discuss our most appropriate accommodation solutions with the aim of making all Guests' stay as comfortable as possible.

Litigation

In the event of any litigation arising from the Booking of accommodation with Us, the Courts in England shall have sole jurisdiction on such arising matters and English law prevalent at the time shall be applied.

Force Majeure

We will not be liable for any delay, loss, damage, or expenses incurred if your booking needs to be altered or cancelled or We are unable to perform our contractual obligations as a result of events beyond our reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions.

Amendments & Cancellations by myhomeisyours.com

In exceptional circumstances, We may find it necessary to cancel Your Booking and if so, We shall make all reasonable efforts to offer a suitable alternative. If this is not acceptable, and assuming the cancellation is not as a result of events beyond our reasonable control, We will refund any sum You have paid to Us which shall constitute full and final settlement of any liability We may have to you as a result of such cancellation. This does not affect Your statutory rights.

Complaints

Any complaints about Your stay, the Property, its contents, or Our staff must be logged immediately to Us @ guestcare@myhomeisyours.com or call Us on 0330 043 4566. We will take all reasonable steps to settle all complaints. We shall not have any liability for any complaint submitted after the completion of the Stay.

Information

All information supplied by Us is given in good faith and is based on information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made either in writing or otherwise, but We are not liable for any variation however caused.

Interest

Interest on overdue invoices shall accrue from the date when payment becomes due, from day to day, until the date of payment, at a rate of 4% above the Bank of England base rate in force at the time and shall accrue at such a rate after, as well as before any judgement.

Confirming receipt of our Booking Confirmation email or Welcome Pack acknowledges Your acceptance of these terms and conditions. Payment of the Full or Initial charge also indicates acceptance of these terms and conditions.