



HOUSE RULES

We want to ensure that your stay with us is as comfortable and as enjoyable as possible. To achieve this, we have house rules that apply to all our guests which aim to promote a great experience for all and ensure our guests' safety.

If you have any questions please ask our staff, we are always happy to help you. If you have a problem with, or a question about any of our facilities, please inform us as soon as possible so that we can resolve the issue promptly.

Our House Rules may change from time to time, so please check back regularly.

1. Introduction

1.1. These house rules (**House Rules**) relate to your occupation of the Accommodation booked by you or any alternative accommodation we provide. The House Rules together with the Booking Terms and Conditions <https://buckinghamandlloyds.com/wp-content/uploads/2022/12/BL-House-Rules.pdf> (together the "Agreement") must be complied with by you and all other members of your party (or if you are booking the accommodation on behalf of a business, the staff of that business that you allow to occupy the Accommodation).

2. Non-exclusive Occupation

2.1. You agree that your occupation of the Accommodation will at all times be as a licensee and that this Agreement does not give you an exclusive right to occupy any specific accommodation. No relationship of landlord and tenant nor any tenancy is created by this Agreement or any other agreement or by virtue of your occupation of the Accommodation. The Accommodation is to be used as temporary or holiday accommodation only and not as your principal home or residence. You acknowledge that we retain the right to control, possession and management of the Accommodation and that you have no right to exclude us from the Accommodation.

2.2 Your licence to occupy the Accommodation is personal to you and is not assignable. You must not allow anyone who is not a member of your party (or if you are booking on behalf of a business, the specified staff of that business) to occupy the Accommodation.

2.3 The actions and omissions of any visitor to the Accommodation are your responsibility and you will be held accountable for any visitor's breach of this Agreement. Any obligation not to do something includes an obligation not to allow someone else to do so.

2.4. We and our contractors may require access to the Accommodation from time to time for any reasonable purpose. If we do require access, we will endeavour to cause as little disruption as possible. We will aim to give you reasonable notice and, wherever possible, to seek access only during normal working hours, however this may not always be possible.

2.5. The number of people occupying the Accommodation must not at any time exceed the maximum number of permitted occupants as set out in your Booking.

3. Keys and codes to the Accommodation

3.1. You may arrive to collect your keys/door codes between 3pm to 8.30pm (except if stated differently by us in writing) on the first day of your Booking. An early check-in can be provided but this subject to availability

and additional fees may be required. Please note that check-in after 8.30pm is not possible unless this has been pre-arranged and confirmed by us prior to your arrival.

3.2. Unless otherwise agreed, we will issue you with a set of keys or door codes to access the Accommodation and building accordingly. Should you forget or misplace details of the access codes, you must notify us as soon as possible. Should a key be issued to allow lift access to your Accommodation, we ask that this key is returned to the reception team on your departure.

3.3. You agree to not change any lock to the Accommodation and/or building or have any duplicate keys made and not share the door codes or keys to access the Accommodation and building to anyone outside of the booking party. Should we receive evidence that this has been done, we reserve the right to ask you to leave.

3.4. You will guard the door codes and keys against loss or theft at all times. Loss or misplacement of keys will incur an Additional Charge.

4. General House Rules

4.1. You agree to use the Accommodation for private residential use only and in a reasonable manner and to comply with the General House Rules as set out at Schedule 1 <https://buckinghamandlloyds.com/wp-content/uploads/2022/12/BL-House-Rules.pdf>

5. Our services

5.1. We will provide a daily or weekly housekeeping service depending on the length of your stay with us. The frequency of the housekeeping service will be confirmed in your Booking.

5.2. We do not permit towels or linens to be taken from the Accommodation. Linen and towels are replaced on a weekly basis or can be provided upon request at additional cost. For health and safety reasons, guests are requested to put away personal belongings on the days of the housekeeping service and keep the floor and entire Accommodation in general good condition to allow the housekeeping team to perform their clean to our high standards.

5.3. The housekeeping service is restricted to general cleaning, making beds and cleaning of floor areas. It **does not** include personal maid service.

5.4. The charges for your use of the Accommodation specified at the time of booking are inclusive of the following utilities and taxes: electricity, gas, water, heating, Wi-Fi and rates. The charges will also include any additional services selected by you at the time of Booking. However, you must pay the charges for telephone calls and for any other services or amenities which you use or request during your stay.

6. Behaviour to our staff and guests

6.1. We have a **zero-tolerance** policy of behaviour that is abusive, threatening, violent or inappropriate (including bullying and harassment) towards our staff, our contractors or other guests at the building.

6.2. If you, any of your party or your visitors behave in this manner, we may terminate your right to occupy the Accommodation immediately and we may report the matter to the police. No remaining nights or Security Deposit will be refunded.

7. Pets

7.1. Pets are allowed at the Accommodation, but additional fees will apply. We require a minimum of 48 hours' notice prior to your arrival to allow the on-property teams to make the necessary arrangements.

7.2. There is an expectation of good behaviour for any pet staying with us. We reserve the right to ask you to leave if we receive noise complaints from other guests at the building and no action is taken to remedy the situation.

7.3. Pets are permitted in any communal gardens, where available, however these spaces are not to be used for toilet breaks. Solid waste must be placed inside a biodegradable bag and disposed of in the nearest public bin.

7.4. Pets must not be left on their own for extended periods

8. Wireless, Broadband, Internet and Hardware

8.1. Wireless broadband is usually available in the Accommodation and the building; however, we will not be liable for loss of this service due to connection, environmental or human error and no support service is available. Wireless Broadband is not a contractual provision of this Agreement.

8.2. We do not assume any responsibility for any damage to your computer or the data contained on it, nor the security of any data transferred over the internet. You are responsible for the protection of your computers and devices from loss of data, unauthorised access or viruses.

8.3. All usage of broadband must be within normal usage amounts (unlimited) unless otherwise agreed.

8.4. Guests are strictly prohibited from using the internet service for the accessing of any pornographic or other illegal sites and material, and from downloading heavy files and movies from illegal sites in general.

9. Insurance and general safety

9.1. Our insurance policy does not cover the personal belongings of you or any other person. You agree to not do or permit any act reasonably likely to make any insurance policy on the property void or voidable or increase the premium.

9.2. You are urged to take out insurance policies to cover your belongings and other risks incurred as a result of your stay at the Accommodation. You must take all necessary steps to safeguard your personal property and we accept no liability to you in respects of damage to, or loss of, such property unless caused by negligence on our part.

10. Vacating the Accommodation

10.1. You must vacate the Accommodation by 11:00 a.m. on the day of departure specified in your Booking unless otherwise agreed and confirmed by us.

10.2. When vacating the Accommodation, you must remove all persons, return all keys and leave the Accommodation, its fixtures, fittings, appliances, furniture and other contents provided by us in the same condition as it was at the beginning of your stay, subject to fair wear and tear. The Accommodation must also be cleared of your belongings and left in a clean condition (including rubbish being placed in rubbish bins, and soiled dishes being placed in the dishwasher or sink). Where the Accommodation or any item is not left in the condition required or is broken, lost damaged or destroyed, you must pay us any costs which we incur for cleaning, repairing or replacing any such item as an Additional Charge.

10.3. A later check-out time is available at an additional fee of £70, this must be agreed with us at least 24 hours before departure to avoid additional fees. Failure to return the keys to us before the check-out time in accordance with paragraph 10.2 will also result in a fee added as an Additional Charge. The fee incurred will reflect the lateness of the check-out:

- £70 (up to 2 hours)). An additional £50 will apply per extra hour for the next 2 hours after this time.
- A standard night's rate for the Accommodation (over 4 hours).

10.4. If you want to increase your length of stay, we will do everything possible, subject to availability, to find something suitable for you. Please provide as much notice as you can to assist with this request. It must be borne in mind that this may not always be possible.

10.5. If you fail to vacate the Accommodation on the last day of the Booking, we reserve the right to remove your belongings from the Accommodation and store them securely at our building.

10.6. Left items, with a deemed value of more than £25, will be kept on-site for a period of one month, after which time if it has not been claimed will be given to charity or recycled. We are happy to assist with return arrangements for any item/s left, however additional fees may occur. Please note this policy does not apply to perishable items such as food and drinks, which will be disposed of immediately following guest departure.

We reserve the right to remove you from the Accommodation immediately if you are deemed to have breached the House Rules (including for the avoid of doubt the General House Rules) in anyway. No remaining nights or Security Deposit will be refunded and Additional Charges may apply.

Schedule 1 – General House Rules

You agree to not:

1. allow the Accommodation to be occupied by more than the number of persons confirmed at the time of Booking or as otherwise agreed by us in writing;
2. cause any damage or deterioration to the Accommodation or its fixtures, fittings, appliances, furniture and other contents provided by us or its decoration except through reasonable wear and tear;
3. operate any form of business from the Accommodation;
4. do or use it for any illegal or immoral purpose. Anyone found using or under the influence of illegal drugs or substances classified under the Misuse of Drugs Act (1971). Any evidence or suspicion of drug use in the Accommodation or the building will be reported immediately to the police and asked to leave;
5. hold any parties at the Accommodation or do anything which may be or become a nuisance or annoyance to us or the other occupiers of the building or neighbouring properties, which shall include (without limitation) not causing any noise at a level which causes a disturbance to other persons in the building or neighbouring properties. Music, TV and general noise must be kept at a reasonable level after 10pm and before 11am. In the event of such a breach, we will remove all occupants from the Accommodation, the police may be called, and you will be charged for any damage either to the Accommodation or any neighbouring property which may have suffered damage, as an Additional Charge. No remaining nights or Security Deposit will be refunded;
6. allow the Accommodation to be occupied by any visitor between the hours of 11pm and 7am;
7. smoke at the Accommodation. Smoking at the Accommodation is prohibited, and you and all members of the guest's party undertake not to smoke in any part of the Accommodation, including on any balconies, terraces and in gardens. Should smoking take place in breach of this provision, a specialist cleaning fee of £1000 as an Additional Charge will be charged immediately to the guests' nominated credit card;
8. make not make any alterations to the Accommodation or attempt to make any repairs and allow us or our authorised representatives permission at all reasonable times to enter the Accommodation to inspect its condition or carry out maintenance;
9. sell, loan, charge or otherwise dispose of or part with possession of any of the contents located at the Accommodation, including, without limitation, the furniture and effects;
10. hang on the outside of the Accommodation any flowerpot or similar object or any clothes or other articles;
11. block or put noxious or damaging substances into the sinks, baths and lavatory cisterns or waste or soil pipes in the Accommodation or allow them to overflow and you will immediately report any such blockage etc. to us;
12. leave the entrance door or windows to the Accommodation open and you will ensure that all doors and window locks are properly engaged at all times. All windows must be closed when not in the Accommodation or during bad weather;

13. leave or store any valuable personal possessions anywhere in the Accommodation where they can be easily viewed by third parties;
14. play ball games inside or within the grounds of the Accommodation;
15. install any portable cooking appliances, camping stoves or similar items in the Accommodation.

You agree to:

1. promptly report any service or appliance that is faulty (e.g., plumbing or electrical issues, microwave) and will not attempt to remedy any issue on your own. If subsequent inspection confirms that the appliance was not faulty, but was not being operated properly by you, and where usage instructions have been provided, we reserve the right to charge for the maintenance call out cost, as an Additional Charge
2. promptly notify us of any damage to the Accommodation or its contents;
3. ensure the Accommodation door is closed securely and locked when you are not in it;
4. be responsible for providing all necessary childproofing safety equipment required where small children will be staying in the Accommodation;
5. when using electrical appliances that generate heat (e.g. curlers, hair- dryers, irons), ensure that they are used in accordance with the appliance instructions and are not left unattended at any point whilst in use. We reserve the right to charge for any burn damage to carpets, linen, worktops, tables and any other furniture as an Additional Charge;
6. take all reasonable precautions to prevent condensation by keeping the Accommodation adequately ventilated and heated. Extractor fans located in the bathrooms and en-suites must be switched on at all times to prevent damage to the Accommodation;
7. use all equipment provided at the Accommodation strictly in accordance with its operating instructions and not for any purpose other than its intended use;
8. use any cleaning products, liquids, tablets etc. strictly in accordance with their usage instructions and ensure that such products are kept out of reach of children. We accept no liability for misuse of any products supplied;
9. to display any parking permit provided in clear view on the dashboard of your car and will park only in the designated parking bay. We shall have no liability for any fines incurred due to parking permits not being displayed correctly or parking in a bay other than the one provided with the Accommodation;
10. keep the Accommodation free of hazardous objects and substances and not leave it in a condition that would make it unsafe for our housekeepers and staff or you and your visitors to use;
11. comply with all written notices, instructions and house rules contained in the Website or displayed at the Accommodation or building.