

Liverpoolcrashpads Terms and Conditions

All bookings are subject to the following terms and conditions.

Nuisance

Liverpoolcrashpads work with hotels and apartments that are located within residential area with strict rules on noise and nuisance. Guests are expected to behave in a reasonable manner and to allow neighbours to peacefully enjoy their apartments, hotel and the surrounding environment, particularly, but not limited to, noise after 11pm, which is strictly not tolerated. This includes noise and nuisance both in the apartments and hotels including the public areas such as the lift area, reception, courtyard and walkways.

Liverpoolcrashpads have a 24hour 'nuisance reporting' process in place with neighbours and accommodation providers including the on-site security personnel. We reserve the right to cancel the stay of the whole party with immediate effect, and without refund, if a guest's behaviour is causing any sort of nuisance, noise or disruption to neighbours and/or other guests. Any guests who cause complaints will be barred from any future booking with ourselves and other hotels that we are linked with.

Occupancy

The number of people permitted to occupy each apartment is limited to the number of berths. No additional guests are to be allowed into the apartment or hotel accommodation without informing us in advance. Each accommodation provider will have their own policies in place but it is strongly advised that you check their terms and conditions with us in advance so as to avoid breaching our policy terms and conditions. Liverpoolcrashpads reserve the right to cancel your stay of the whole party with immediate effect, and without refund, if anyone is found in breach of this policy and will be barred from any future booking with ourselves.

Method of Payment

Liverpoolcrashpads accept the following payment methods:

All major credit and debit cards via our secure online PayPal system (subject to a 3.75% surcharge)

Cheque (Outstanding balance to be received by us 14 days prior to your visit).

Bank transfer (bank account details available on request – Outstanding balance to be received by us 14 days prior to your visit).

Cash on arrival, with 10% deposit already paid.

Bookings

To make a booking either book online or contact Liverpoolcrashpads via the following methods:

Email: Liverpoolcrashpads@hotmail.co.uk

Tel: 07824 388 513

Fax: 0151 722 1048

Bookings are not confirmed until the payment of a 10% deposit is received by Liverpoolcrashpads 14 days prior to arrival, Payment in full must be received by Liverpoolcrashpads at least 7 days prior to your arrival unless agreed otherwise by a staff member.

Alterations to a booking

Liverpoolcrashpads will attempt to comply with guests requirements' in the event that they wish to alter the details of their booking. This will be strictly subject to availability. Please contact us at the earliest opportunity if any amendments are required.

Cancellation Policy

All cancellations must be confirmed in writing to liverpoolcrashpads@hotmail.co.uk.

Full refunds will be made for cancellations received in writing more than 28 days prior to arrival. A cancellation fee equivalent to the 10% deposit will be charged for cancellations received between 28 and 14 days prior to arrival. Any refund of accommodation charges for cancellations received less than 14 days prior to arrival is made subject to the apartment being re-let or agreement to cancel without charge from the hotels.

Failure to pay in accordance with the agreed terms of payment may result in the cancellation of your booking. No refunds will be made for non-arrivals or for cancellations received on the day of arrival.

Arrival and Departure

Apartments are usually available for occupation from 13:00 hours on the day of arrival and must be vacated by 11:00 hours on the day of departure. However this varies depending on the accommodation provider and therefore we implore that all clients contact us in advance to discuss their arrangements. The hotels with which we operate also have varying occupation and departure times which we will advise upon request.

Guests are sometimes offered optional Late Checkout service (please contact us for more details).

If applicable guests must also vacate the allocated parking space by 11:00 on the day of departure.

Early check-in may be available if required, please contact us to discuss.

Force Majeure

Liverpoolcrashpads will not be liable for any delay, loss, damage or expenses incurred if your booking needs to be altered or cancelled or if 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.

Additional Charges

Liverpoolcrashpads expects the apartments and hotels to be left in a reasonable state on departure. Except for normal wear and tear, guests will be responsible for making good any damages to the apartment and its contents which have occurred due to negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or hotel and/or their guests. In the event of any breakages, theft, damage or extra cleaning required after the guest vacates, Liverpoolcrashpads will notify the hirer by e-mail within one week of the guest's departure, providing a detailed breakdown of the issues and the cost of rectifying them. Photographic evidence will be provided where possible.

Liverpoolcrashpads and their associated accommodation providers will issue the guest with one set of keys and/or entrance card/fob and one security fob to operate the car park gate if applicable. However, if the issued keys and security fob are not returned on departure a charge of £90 will be made to the hirer unless otherwise advised. The hirer will be required to submit their credit card details as security for potential additional charges. No charges will be made without prior notification to the hirer in writing.

Rates

All rates quoted are based on the rates prevailing at the time a booking is confirmed.

Once a booking has been made Liverpoolcrashpads will not change the rate unless an alteration is made to the booking by the hirer and rates have changed in the interim period.

Rates may vary as a result of currency exchange movements where applicable between UK and overseas locations.

Insurance and Liability

Liverpoolcrashpads cannot be held responsible in any way for the loss of, or damage to, guests' personal belongings at the apartments. Nor can we be held liable for the acts or defaults caused by third parties. You are advised to ensure your own insurance policies cover loss or damage to personal property during your stay. Guests are advised to take out adequate travel and personal insurance.

Nothing in these terms and conditions seeks to exclude liability for death and personal injury or any other liability not excludable under the laws of England and Wales.

Feedback and Complaints

Liverpoolcrashpads welcomes feedback from its guests if you are not completely satisfied with the service offered, please email us on Liverpoolcrashpads@hotmail.co.uk. If there is an issue that requires resolving during your stay, call us on 07824 388 513, or fax us on 0151 722 1048. We will acknowledge emailed complaints within five working days, advising you of who is dealing with your concerns and will endeavour to address these. Please feel free to email positive feedback to the above address also.

Services

Liverpoolcrashpads cannot be held responsible for failure of or interruption to services to the apartment or hotel, including electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another property or the surrounding area. Clean towels and bed linen will be provided for each guest at the start of each stay. For stays of 7 days or longer, all bed linen and towels will be changed once a week, as a minimum.

Data and Internet

Where the apartment or hotel benefits from an Internet connection Liverpoolcrashpads does not assume any responsibility for any damage to your computer, the data contained on it, or the security of any data transmitted over the Internet. It is the sole responsibility of guests to protect their computers from viruses, loss of data and/or unauthorised access.

Liverpoolcrashpads does not guarantee the Internet service at the apartments or hotels and cannot be held accountable for any loss of connection. If a loss of connection does occur, we will endeavour to bring about a reconnection as quickly as possible.

Lost Property

The hirer will be informed of any items left in the apartment or hotel by us and arrangements will be made to return these at the hirers cost. It is the hirers responsibility to insure and look after belonging on their stay and therefore we can accept no liability for any damage or loss arising from any careless actions by individuals utilising the accommodation provided by our associated hotels and apartments.

Website

Please note that the Liverpoolcrashpads website has links to other websites which may be accessed through our site. However, we are not responsible for the data policies, content or security of any linked web sites. We reserve the right to alter pricing, packages and information contained within the website at any time. Therefore please contact us to ensure the information contained within the website reflects the current packages on offer.

Privacy Statement

Liverpoolcrashpads will not share customers' details with any other party whatsoever.

General

A confirmed booking indicates acceptance of these terms and conditions by the hirer.

All apartments and hotels are let as serviced apartments and hotels and on the basis that no rights of tenancy are created. If this contract is with an individual person (as opposed to a Company) then by entering into this contract the person is declaring that the apartment is not his/her primary place of residence.

Should guests be in breach of these terms and conditions, reserve the right cancel you're booking. In the case of nuisance and noise complaints, guests will be required to leave the apartment or hotel with immediate effect regardless of the time of day or night.

These terms and conditions shall be governed by and construed in accordance with the laws of England.

The Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these terms and conditions and any matter arising from them.