

KNOW BEFORE YOU GO

TERMS AND CONDITIONS

- Couples wishing to share a room must provide proof of marriage.
- No pets and no service animals are allowed at this property.
- This is a **SMOKING PROHIBITED** Apartments.(PENALTY APPLY)
- Alcohol is not served or permitted at this property.

You must present a photo ID when checking in. Your credit card is charged at the time you book. Your reservation is prepaid and is guaranteed for late arrival. The total charge includes all room charges and taxes, as well as fees for access and booking. Any incidental charges such as parking, phone calls, and room service will be handled directly between you and the property.

Check in Time: 10:00 PM / Check Out Time: 10:00 PM

- **Occupants per apartment:**

Royal Suites;

06 couples and 4 kids are allowed in these apartments. Extra 02 beds can be accommodating with additional bed charges and service charges.

Regal Suites;

04 couples and 02 kids are allowed in this apartment. Extra 02 beds can be arranged with extra charges.

- **Deposit on Reservation:**

For stays under 1 month, \$500 deposit is required. For stays of 1 month or longer 1 weeks rental is required.

- **Accepted Credit Cards**

All bookings have to be guaranteed by a credit card
All major credit cards accepted

General

These booking conditions set out the basis upon which the accommodation reservations are accepted for clients ("You", "Your party") by Your Space Apartments Limited ("Us", "We", "Our").

Acceptance of Terms and Conditions / Contract of Hire

You will be deemed to have confirmed your booking, and accepted these terms and conditions, either 72 hours after We send you your Booking Confirmation email or when You send confirmation that you have received the Booking Confirmation email or You make payment of all or part of the rental charge, whichever is the earliest.

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 unless, within 24 hours of the sending of the Booking Confirmation email, you inform us by email that you wish to alter or cancel the booking arrangements.

Prices

All prices are quoted in UK Dollars and, unless otherwise specified, all prices are based on costs prevailing at the time of quotation and may be subject to change.

- **Price bands**

The price band charged depends on the length of your stay. If your stay reduces in length resulting in your stay falling into a different price band you will be required to pay the difference in the two rates from the start of your stay.

- **Payment Procedure**

When a booking is made less than 28 days prior to the arrival date, the Full rent is required to confirm the reservation. When a booking is made more than 35 days 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 28 days before arrival. If we do not receive full payment by this time, the booking may be cancelled and the Initial Payment forfeited. You may also be liable for the balance of the total rent and for any other costs involved in the attempt to re-let the accommodation.

Payment by Credit/Debit cards

Where Credit/Debit card details are held by us the Final Payment, or any subsequent payment requests, made in line with these terms and conditions and notified to you, will automatically be debited from the card.

- **Methods of Payment**

Payment must be made to us in UK Dollars and must be clear of all bank charges, exchange rate variations, and any other deductions. We are pleased to accept the following methods of payment:

Credit/Debit Card: Visa, Access, and MasterCard.

Ch equ e/Bankers Draft/Foreign Money Order: payable to "CITY SQUARE"
Direct Bank Transfer: A/c No: _____; A/c Name: CITY SQUARE

Payments made by bank transfer must reach our account net of all bank charges. Please ask your bank to detail your invoice number and name and clearly on the transfer. A copy of the transfer should then be sent or faxed to us.

Use of apartments

It is forbidden to use our apartments for parties or gatherings where occupants of neighboring apartments might be disturbed. If, on arrival, it is felt you are intending to use the apartments for such an event you may be refused entrance. If it is discovered that you are holding such an event after arrival you will be required to leave immediately. In such circumstances, we are not obliged to provide or locate alternative accommodation. The proportion of refund is at our discretion.

- **Facilities and Services**

All apartments are fully furnished to a high standard and include a kitchen fully equipped with appliances, cutlery, crockery, and kitchen utensils. A Welcome Pack is provided on arrival (details on our website) but all further supplies should be provided by you. A Broadband Internet connection is provided at all locations. There is no charge for normal use, as described in our **Fair Usage Policy**, of this facility. If a loss of connection occurs we will endeavor to get reconnected as quickly as possible but we cannot be held liable for any losses resulting from the loss of connection. Unless otherwise specified, the prices quoted for all serviced apartments include utilities and taxes. The only exclusion is service charges for telephone calls made. Call rates are detailed on our website and in the apartment.

Unless otherwise specified, the prices quoted include a weekly Maid Service, which is carried out on the 7th day after arrival or 8th day if arrival is either on a Sunday or stay is for only 8 nights. All linen and towels are included and changed with every Maid Service. Any extra charges are at the management's discretion

- **Fair Usage Policy**

Fair broadband usage is described as an average of 0.5GB download per day. 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. If more download capacity is required then it may be possible to purchase additional GBs. 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.

Cancellation & Refund Terms

Cancellation on written notice more than 4 weeks before arrival - no cancellation charge.
Cancellations with less than 4 weeks before arrival - 50% of rental will be charged.

Alteration by You

If you wish to alter your booking (e.g. change the dates of your stay or the accommodation requested), we will use all our 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.

Delayed arrivals and early departures will be treated as cancellation, even if additional nights are added to the end or beginning of the stay, and so will be subject to the cancellation charge if the change is made 4 weeks or less prior to the first date changed. If your stay is reduced in length please see the section on Price bands for information on the price you will be charged.

Cancellation by Us

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, 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, 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. More specifically, nothing in these conditions shall restrict our liability for death or personal injury caused by our negligence, or for fraudulent misrepresentation.

Alteration by Us

While every effort is made to adhere to the apartment location, postal number and price stated in a booking, we reserve the right to vary the location and postal number of the apartment at any time until check-in and vary the total price at any time before receiving the final payment from the client. Any variation will be communicated to the client in writing by post or fax. On receiving notification, the client has forty-eight hours to communicate non-acceptance of the variation described. If no such communication is received, the client is assumed to have accepted the variation. If communication of non-acceptance is received within forty-eight hours, all paid funds will be returned to the client without any deduction.

Number of Occupants

You are responsible for ensuring that the apartment is not occupied by more people than is stated on your Booking Confirmation email, which is set to the number of beds in the apartment. We reserve the right to refuse admittance to the apartment if we feel this condition is likely to be breached. In this case no paid funds will be returned. The apartment cannot be re-let/sublet to any other group/party without the written approval of us.

Check-in and Check-out

The rules for check-in and check-out are set by us. All apartments are usually available for occupation after 10.00am on the Day of arrival. Keys are made available during working hours (between 9:30 a.m. and 5:00 p.m.). Arrangements can be made for key collection after hours and on Sundays, subject to prior arrangement. All apartments must be vacated by 10am on the day of departure and keys must be left in the apartment. Arrangements can be made for a later checkout but this is subject to prior arrangement. If there is any delay in vacating the apartment beyond the agreed time a full day's rental is charged to you.

Damage to Apartment

You are responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the hire period.

Except in the case of normal wear and tear the hirer will be responsible for making good any damage to the apartment or its contents, which has occurred due to negligence, willful

damage or irresponsible behavior on the part of those occupying the apartment or their guests. Such damage must be reported, without delay, to our local representatives. The cost of the repair or replacement must be agreed with, and paid to, us. You are responsible for ensuring that no person staying or visiting the apartment during your stay will suffer anything to be done which would endanger the policy of our insurers in respect of the apartment and its contents which might make the same void or voidable.

Non Smoking Property – Smoking is completely prohibited inside the Apartment at any instance. Our Apartments are equipped with smoke detecting devices and restrain from the penalties. Our Apartment is themed to timber finishes, thereby we strongly recommend you to refrain from smoking inside the Apartment and Corridor. Smokers can enjoy at the lounge.

Termination by Us

We have the right to terminate a booking at any time on the grounds of abuse to staff or other guests, mistreatment of the apartment or criminal activity on the part of those occupying the apartment or their guests.

- **Injury or Loss**

We cannot be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the accommodation. Neither We, nor our representatives, 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.

Rights of Access

Our representatives and subcontractors have the right of access to the property at any time, with due regard to the convenience of you, for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Pets

Regrettably no pets of any kind are permitted under any circumstances. You are liable for any infringement of this rule by your occupiers.

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.

Complaints

Any complaints about the apartment, its contents, or our staff must be made in writing immediately to us at 01 Fonseka terrace Colombo 6 or faxed to us on 0112508255. We will take all reasonable steps to settle the problem. We shall not have any liability for any complaint submitted after the completion of the rental period.

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.

Insurance

The apartment hire cost does not include any personal insurance cover of any kind. It is recommended that insurance be taken out against cancellation. It is further strongly advised that personal accident and medical insurance is also taken out.

Smoking

We operate a NO SMOKING POLICY. Smoking is not permitted in the apartments or in the internal communal areas of the apartment blocks.

Privacy and Data Protection

We take your privacy and confidentiality seriously. We collect: (a) information necessary for us to process your booking; and (b) information derived from "cookies". We use cookies to monitor site usage and related information. We will try to keep your data up-to-date and accurate but we provide no warranty or guarantee and bear no liability to you in the event that any data transmission over the internet is not completely accurate or secure. We use your information to help us improve our website and our service, to personalize the types of

information you receive from us, as well as for internal statistical, marketing and administrative reasons. We do not share this information with outside parties except to the extent necessary to process your booking, by using this website, and supplying us with your information, you consent to use by us of your information as described above.

- *Confirming receipt of your Booking Confirmation email acknowledges your acceptance of these terms and conditions. Payment of the Full or Initial charge also indicates acceptance of these terms and conditions.*

Thank you

Management

WISH YOU A GOOD STAY!