

**Pure Abodes Serviced Accommodation Ltd**  
**Terms and Conditions**

By booking accommodation with Pure Abodes Serviced Accommodation Ltd you are agreeing to the following terms and conditions. The Booking

1.1. Your booking is with Pure Abodes Serviced Accommodation Ltd, which is a Limited Company registered in England and Wales 11716166 of 20-22 Wenlock Road, London. N1 7GU

1.2. References to you or your references to the person or organisation making the booking with Pure Abodes Serviced Accommodation Ltd.

1.3. These terms apply to bookings made via the Pure Abodes Serviced Accommodation Ltd website, by email or telephone or in person with Pure Abodes Serviced Accommodation Ltd. Bookings made via Booking.com will be subject to Booking.com's terms and conditions

1.4. Your booking is confirmed and a legal contract is concluded once your payment has been successfully made. No booking is made or contract concluded when payment is declined or unauthorised.

1.5. You agree that the booking is for a short-term stay for leisure, business or temporary purposes and does not give rise to an assured shorthold tenancy or lease and is an excluded agreement within the meaning of s.3A(7)(a) of the Protection from Eviction Act 1977.

1.6. Bookings can be for any length from one night up to three months. Bookings may be made at any time up to 9.00 am on the first day of your stay.

1.7. Bookings may only be made by a person aged 21 or above and there must be at least one person aged 21 or above staying in the accommodation.

1.8. You may not re-sell or reassign your booking to any other person or organisation except with the express authority of Pure Abodes Serviced Accommodation Ltd.

## 2. Payment and Cancellations

2.1. All payments shall be made by Credit, Debit Card, or BACs. Pure Abodes Serviced Accommodation Ltd if required booking fees or credit or debit card fees.

2.2. Full payment is required upon booking unless expressly agreed otherwise by Pure Abodes Serviced Accommodation Ltd.

2.3. The total price for your entire stay will be presented to you before you confirm your booking and make payment. Our pricing is dynamic and therefore the price for the same or similar accommodation may vary over time after your booking is made. This does not confer upon Pure Abodes Serviced Accommodation Ltd any right to require additional payment where the price increases and does not confer any right on you to a discount if the price decreases.

2.4. Both Pure Abodes Serviced Accommodation Ltd and you may cancel the booking at any time up to 30 days prior to the first day of your booking with Pure Abodes Serviced Accommodation Ltd in which case a full refund will be made to you.

2.5. If you cancel the booking within 30 days of the first day of your booking then Pure Abodes Serviced Accommodation Ltd reserves the right to retain the full amount paid. Any refund will be at Pure Abodes Serviced Accommodation Ltd's entire discretion unless it is able to book out the accommodation to other guests, in which case it shall make a refund to you of your booking cost, less any difference in price where the replacement booking was off a lesser value.

2.6. Pure Abodes Serviced Accommodation Ltd reserves the right to cancel bookings within 30 days of the first day of the reservation where it is necessary due to reasons outside of Pure Abodes Serviced Accommodation Ltd's reasonable control or in the event of an overbooking due to delays or errors within the booking system. In the event of such cancellation, the client will receive a full refund.

### 3. Your stay

3.1. Check-in time is from 4 pm and check-out time is no later than 10.00 am unless expressly agreed by Pure Abodes Serviced Accommodation Ltd otherwise. Pure Abodes Serviced Accommodation Ltd may request an additional payment for early check-in or later check-out. Information on the check-in and check-out procedure and access to the accommodation will be provided separately.

3.2. Pure Abodes Serviced Accommodation Ltd provides serviced accommodation rather than a hotel or guest house service. Pure Abodes Serviced Accommodation Ltd does not provide meals or newspapers. Frozen breakfast pastries & ready meals can be purchased before check-in for use during the stay. They can not be purchased post-check-in unless a long-term booking. With a long-term booking, they can be purchased 48hr before the scheduled clean.

3.3. Included in your room/apartment will be linen and towels, shower gel, and washing-up liquid. A cleaning service is provided and further information is available upon request.

3.4. Your accommodation will also include a supply of coffee, tea, and milk, plus bread and some local goodies.

3.5. You are responsible for the conduct of all persons staying within the accommodation and shall ensure that they comply with these terms and conditions. In particular, you and your guests must not:

3.5.1. Smoke on the premises. All rooms and common spaces in our accommodation is strictly non-smoking – you and other guests may only smoke outside of the premises.

3.5.2. Bring any pets into the premises, with the exception of assistance dogs or unless expressly agreed by Pure Abodes Serviced Accommodation Ltd.

3.5.3. Bring any potentially dangerous or hazardous materials or equipment onto the premises;

3.5.4. Tamper with any fire alarms or emergency equipment;

3.5.5. Remove, damage, or destroy any Pure Abodes Serviced Accommodation Ltd property;

3.5.6. Use any technology provided by Pure Abodes Serviced Accommodation Ltd to download or access any unlawful or obscene material;

3.5.7. Cause unreasonable disturbance to our other guests or any Pure Abodes Serviced Accommodation Ltd staff;

3.5.8. Make excessive noise particularly after 10 pm, especially from TVs and other electronic devices;

3.5.9. Fail to return any items that are provided with the accommodation, especially dog equipment provided at the end of your stay as, in the interests of security, we may have to replace the corresponding locks.

#### 4. Damage, theft, and costs

4.1. Pure Abodes Serviced Accommodation Ltd reserves the right to charge to the credit/debit card used for payment or any other card used to provide security in respect of:

4.1.1 The cost of replacing or repairing any property of Pure Abodes Serviced Accommodation Ltd including furniture, upholstery, fittings, appliances, or other fixtures and items which are damaged during your stay;

4.1.2 The cost of replacing any items of property which are stolen from the accommodation during your stay

4.1.3 Any breach of our non-smoking policy. A standard charge of £100 will be charged to your card where we find evidence of smoking within the accommodation to cover cleaning costs but we reserve the right to charge additional amounts to cover any damage caused by smoking

4.2. Such costs may be charged on check-out but Pure Abodes Serviced Accommodation Ltd reserves the right to apply such charges to your card at a later date where necessary.

4.3. Where Pure Abodes Serviced Accommodation Ltd is unable for any reason to apply such a charge against your credit/debit card then an invoice will be sent to you and which you agree to pay within 14 days of receipt.

4.4. Pure Abodes Serviced Accommodation Ltd will provide a receipt including a breakdown of costs for all additional charges made to your credit or debit card.

#### 5. Privacy, Data Protection, and Credit/Debit Card Security

5.1. Pure Abodes Serviced Accommodation Ltd processes information about you that you provide when making a reservation and/or upon check-in in accordance with our privacy policy. By providing this information you consent (on your behalf and on behalf of each member of your group) to such processing and you warrant that all information provided by you is accurate.

5.2. You should note that we are required by law to maintain a register of all guests' names, government ID (such as driving license or passport), and nationality (to be taken prior to arrival) and to keep such details on file for at least 12 months from the date of arrival. In addition, for guests who are not of British, Irish, or Commonwealth nationalities we are required to take details of your passport and the address of your next destination.

5.3. For full details on how we collect, use and store personal data including the use of cookies please see our full privacy policy.

5.4. We use a secure third-party service to process card payments ([www.stripe.com/gb](http://www.stripe.com/gb)). This service is PCI-DSS compliant and allows us to make changes to your credit and debit card in accordance with these terms. We do not make or store any copy of your card details in our own systems or elsewhere. You can read the privacy policy of the third-party provider here: [www.stripe.com/gb/privacy](http://www.stripe.com/gb/privacy).

#### 6. Complaints

6.1. Pure Abodes Serviced Accommodation Ltd wants to ensure that you have an enjoyable stay.

6.2. If you have a problem during your stay please talk to any member of staff who will be able to help you.

6.3. If Pure Abodes Serviced Accommodation Ltd is unable to informally resolve any complaint you have at the time of your stay then you may submit a formal complaint in accordance with this procedure. Formal complaints should be submitted in writing using the contact details below. Please provide as much information as possible in order that Pure Abodes Serviced Accommodation Ltd may adequately investigate your complaint.

6.4. Your complaint will be dealt with by an appointed member of the Pure Abodes Serviced Accommodation Ltd management team. Pure Abodes Serviced Accommodation Ltd aims to respond to formal complaints within 2 days but if this will not be possible Purely SA will notify you of this and of when it expects to respond. Pure Abodes Serviced Accommodation Ltd will set out the outcome of your complaint in writing.

6.5. Pure Abodes Serviced Accommodation Ltd reserves the right to reject without further investigation any vexatious complaint or complaint made in bad faith.

Email address: [emma@pureabodes.co.uk](mailto:emma@pureabodes.co.uk)

Postal address: Church Farm Bungalow, Main Street, Beckley, East Sussex. TN31 6RS

## 7. Limitation of Liability

7.1. The liability of Pure Abodes Serviced Accommodation Ltd to you under these terms and conditions shall be limited to the total value of your booking (unless the Hotel Proprietor's Act 1956 applies, in which case our liability will be limited to the maximum prescribed under that Act) except where such loss is caused by our negligence, in which case it shall be limited to any direct and reasonably foreseeable loss suffered by you.

7.2. Pure Abodes Serviced Accommodation Ltd shall not be liable in any circumstances to you for any consequential or indirect loss including loss of profit, data, management time, reputation, or goodwill.

7.2. Pure Abodes Serviced Accommodation Ltd shall not be liable for any damages or loss caused by conditions or events beyond its control including, but not limited to:

7.3.1. Strike, lockout, or other labour dispute affecting the employees of

7.2. Pure Abodes Serviced Accommodation Ltd;

7.3.2. Acts of God;

7.3.3. Natural disasters;

7.3.4. Acts of war or terrorism;

7.3.5. Act or omission of government, highway authorities or telecommunications carrier, operator or administrator;

7.3.6. Delay in manufacture, production, or supply by third parties of equipment or services required for the performance of the Services or production and supply of the Goods;

7.4. Nothing in this clause or these terms shall limit Pure Abodes Serviced Accommodation Ltd's liability for death or personal injury or in respect of fraudulent misrepresentation.

## 8. Severability

8.1. If any provision or provisions of these terms and conditions shall be held to be invalid, illegal, unenforceable or in conflict with the law of any jurisdiction, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

## 9. Waiver

9.1. The failure of any party at any time to require performance of any provision or to resort to any remedy provided under these terms and conditions shall in no way affect the right of that party to require performance or to resort to a remedy at any time thereafter, nor shall the waiver by any party of a breach be deemed to be a waiver of any subsequent breach. A waiver shall not be effective unless it is in writing and signed by the party against whom the waiver is being enforced.

## 10. Entire Agreement

10.1. These terms and conditions constitute the entire agreement of the parties and supersede all prior communications, understandings, and agreements relating to the subject matter hereof, whether oral or written.

## 11. Third-party rights

11.1. Nothing in this Agreement is intended to, nor shall, confer any rights on a third party unless expressly provided otherwise

## 12. Jurisdiction

12.1. This Agreement shall be construed in accordance with English Law and the Courts of England and Wales shall have exclusive jurisdiction in so far as any matter arising from this Agreement is required to be referred to a court of law.

Page 1 of 4