



Booking Terms and Conditions

These conditions govern all bookings made with Hiding Space Limited registered in England under number 10965249 whose registered office is at 39 Gay Street Bath BA1 2NT. You accept these conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others. In addition, by visiting or using our website you agree to comply with the Site Terms.

Interpretation

1. Definitions: In these conditions the following definitions apply:

Hiding Space/us/we/our: Hiding Space Limited

The Booker/you/your/guest: The person using services provided by Hiding Space

The Group/Group Bookings: A booking of three or more apartments in the same property or a number of properties made as one booking

The Supplier: The operator of property/properties/accommodation not operated by Hiding Space

Hiding Space Operated Property/Properties/Apartments: The accommodation provided by and operated by Hiding Space indicated in the title/name of the property for example "Hiding Space"

Supplier Operated Property/Properties/Apartments: The accommodation provided by and operated by one of our Suppliers; without "Hiding Space" in the title/name of the property

Booking Conditions: The payment and cancellations terms applicable when booking Hiding space property/properties.

Offline: A booking/enquiry made with Hiding Space, via telephone, or via email.

Online: A booking/enquiry made with Hiding Space via www.hidingspace.co.uk

Property: The physical building being provided for your accommodation.

Apartment: To the specific apartment provided within a property for your accommodation

Visitors: People visiting the person/people staying in apartments provided by Hiding Space or supplier

Hiding Space Operated Properties booked "offline"

Your Booking

1.1 Any booking, made offline, will only come into existence when payment has been made in full and your confirmation has been dispatched by us. Upon completing your booking and receiving your confirmation you enter into a contract with Hiding Space on our stated terms and conditions.

1.2 Restrictions may apply in certain locations including, but not limited to, minimum night stay and age restrictions; you will be advised of these at the time of booking where applicable. We reserve the right to refuse any booking at any time.

1.3 All guest names and contact telephone numbers are required at the time of booking including whether they are adults or minors.

1.4 As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct you should tell us immediately. However, we regret we cannot accept any liability if we are not notified of any inaccuracy in the documentation. If there is an error in the confirmation or invoice, we reserve the right to correct it as soon as we become aware of it and will do so within 7 days of issue of the confirmation or invoice or, if your arrival date is within 7 days of booking, no later than 24 hours before your arrival date.

2.1 Special Requests

We will endeavour to do everything we can to help guests with special requirements. Please ensure we are made aware in writing, of any special requirements at time of booking so we can help you select the most suitable apartment for your needs. Although we will endeavour to meet any reasonable requests no guarantees can be given that any request will be met. Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a request.

2.2 Group Bookings

Special conditions may apply and these will be advised at the time of booking. Cancellation charges and notice periods may differ to those in clause 4.8/4.9 and will be advised at the time of request.

2.3 Payment

Payment in full is required at the time of booking unless otherwise agreed. If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made. Any late payments will result in interest being charged at 4% above Bank of England base rate for the period concerned.

Payment should be made in Pounds Sterling or Euro by: Credit or Debit card. Credit card details must match the security checks. We may pass your debit/credit card details to a third party to process any payments.

2.4 Security Deposit

A Security Deposit to cover "additional charges " (see clause 12), including breakages, damages, extra cleaning and further accommodation charges incurred

during your stay, may be taken and you will be advised whether this is payable at the time of booking or on arrival at the apartment.

2.5 Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking and/or upon arrival at the apartments to cover "additional charges" (see clause 12). These charges will be deducted from any Security Deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the "additional charges" will be sent to you. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest direct for these charges.

3. Pricing

The rates we advertise are to the best of our knowledge correct at the date of publication but we reserve the right to change any rates from time to time. Prior to the booking being confirmed rates quoted are based on the rates prevailing at the time but are subject to change. Once a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes as a result of tax changes or currency fluctuations beyond our control. VAT is charged at the rate in force at the time of booking.

4. Changes, Extensions and Cancellations

4.1 All requests for changes, extensions and cancellations must be made in writing or you will be liable to pay us the full amount of the booking.

4.2 Changes; If you wish to change any detail of your confirmed booking we will do our best to make the change. Changes to the arrival date to later than the original date confirmed will be treated as a cancellation under Clause 6/7/8/9 below. All changes of date are subject to availability. Should any change be rejected, the original booking will be reinstated.

4.3 Name changes or child age changes will not incur any charges or administration fee. Changes to the departure date which result in a reduction in the length of stay will be subject to rate change.

4.4 Extensions; If you wish to extend a stay please give us as much notice as possible in order to facilitate your request. All extensions are subject to availability and rate change.

4.5 Where notice to extend a stay has been given, we reserve the right to take all additional payments and charges from any credit/debit card used to make the original booking, or an invoice for the extended period will be sent to your billing address and payment must be made by return.

4.6 Hiding Space reserves the right to treat an early departure or reduction in the number of nights or apartments booked as a cancellation and apartments may be re-let and cancellation charges will apply. Non-arrivals will be treated as a cancellation and you will not be entitled to any refunds.

4.7 Transaction fees are not refundable in the event of a cancellation.

4.8 Cancellations; The cancellation policy should be requested at the time of booking.

4.9 Notice Period; cancellation charges relate to the date prior to arrival when we are notified of the cancellation and will determine the cancellation charges incurred according to the scale below.

Length of stay	Notice period	Cancellation charge
1-29 nights	60 days prior to arrival date	No refund

These notice periods also apply to early departure, postponed arrival or reduction in the number of night's stay.

For group bookings the minimum notice period and the cancellation charge per apartment, regardless of length of stay, is the same as for stays of 1-29 nights.

5. Changes by Us

5.1 We do not expect to have to make any changes to your booking however occasionally bookings have to be changed or cancelled or errors in information or other details corrected and we reserve the right to do so. If this does happen, we will contact you by telephone or email where reasonably possible. If a change must be made or your booking has to be cancelled we will, if possible, offer you an alternative apartment of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund of the price difference. However, if the alternative apartment is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a refund unless this is the result of an Event beyond our Control – see below. You should tell us as soon as possible whether you wish to accept any change or alternative apartment offered or alternatively if you want a refund.

5.2 Events beyond our Control include but are not limited to the following: act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, epidemic, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations and building work undertaken at the property or in the local area, strikes, lockouts or boycotts, embargo, blockade.

5.3 Insurance

We are not responsible for the theft and/or damage of your personal belongings during your stay in any apartment booked. Therefore, you are advised to ensure you have appropriate insurances in place. In addition, you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

5.4 Website

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any of the apartments. Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

Our website (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual apartment size, design, fixtures, furnishings and facilities may vary. Our website does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification or (star) rating of any accommodations made available. For our site and privacy terms [click here](#).

6 Liability

6.1 We are responsible for the operation of the apartments, subject to the following conditions.

6.2 All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with us and these conditions shall apply in their place. However, nothing in these terms and conditions will affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes our liability for death or personal injury resulting from negligence; or for any damage or liability incurred by you as a result of fraud or fraudulent misrepresentation by us, or any liability that cannot by law be excluded.

6.3 Subject to the limitations set out in these terms and conditions and to the extent permitted by law, we shall only be liable for direct damages actually suffered, paid or incurred by you due to an attributable shortcoming of our obligations in respect to our services, up to an aggregate amount of the aggregate cost of your reservation as set out in the confirmation email (whether for one event or series of connected events).

6.4 However and to the extent permitted by law, neither we nor any of our officers, directors, employees, representatives, subsidiaries, affiliated companies, distributors, affiliate (distribution) partners, licensees, agents or others involved in creating, sponsoring, promoting, or otherwise making available the site and its contents shall be liable for (i) any punitive, special, indirect or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (ii) any inaccuracy relating to the (descriptive) information (including rates, availability and ratings) of the accommodation as made available on our website, (iii) the services rendered or the products offered by the supplier or other business partners, (iv) any (direct, indirect,

consequential or punitive) damages, losses or costs suffered, incurred or paid by you, pursuant to, arising out of or in connection with the use, inability to use or delay of our website, or (v) any (personal) injury, death, property damage, or other (direct, indirect, special, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, wilful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the accommodation or any of our other business partners (including any of their employees, directors, officers, agents, representatives or affiliated companies) whose products or service are (directly or indirectly) made available, offered or promoted on or through the website, including any (partial) cancellation, overbooking, strike, force majeure or any other event beyond our control.

6.5 If you are booking for, as or on behalf of a business or business employee, that business shall indemnify us against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with your, or your business's, breach or negligent performance or non-performance of these terms and conditions. If you are booking for, as, or on behalf of a business or business employee, our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to us under your booking.

7. Your Accommodation

All apartments are occupied as serviced apartments and are only to be used as temporary or holiday accommodation for you, or your organisation. They are not for use as the principal, additional home or residence of guests; you will not be entitled to a tenancy or an assured shorthold or assured tenancy. No relationship of landlord and tenant is created and no statutory security of tenure exists now or when the period of occupation ends. If you or any member of your party fails to vacate at the end of the period you will be charged the appropriate accommodation charges for the continued period of occupation. No persons other than the guests have the right to use the apartment.

These conditions constitute an excluded agreement under S(3A)(7)(a) of the Protection from Eviction Act 1977 (as amended) and cannot be construed as an assured tenancy under the Housing Act 1988 (as amended). We cannot guarantee an exact apartment prior to arrival. The maximum guests in an apartment is determined by the number of beds in the apartment. If the maximum number is exceeded then we may refuse access to the accommodation and/or reserve the right to charge for additional apartments.

7.1 Arriving and Departing

The specific arrival and departure policy should be requested at the time of booking and will be stated on the confirmation. Arrival or late departure may be available for an additional charge but cannot be guaranteed unless booked from the night before arrival or for the night after departure.

7.2 Access to Your Apartment;

Key collection details will be provided to you (via your booker where applicable) prior to arrival. When reception is closed you will be given a code to enter the building and details of key collection once your booking is confirmed. It is essential that you have this information with you on arrival and, where notified, contact us in advance to confirm the arrival procedure. Access procedures are available for all Hiding Space operated properties; please ask us for a copy at the time of booking if required.

7.3 Departure

The procedure for departure will be confirmed on arrival.

8. Facilities and Services

8.1 Cleaning: Your apartment has a daily maid service. This includes towel change where necessary and general cleaning. Every 3rd day a full change of bed linen will be done

8.2 Maintenance: Routine maintenance is carried out regularly by our Management team; however, occasionally we may need access to your apartment to carry out essential maintenance. We will normally give you 24 hours' notice except in the event of an emergency when we require immediate access.

8.3 Telephone: Where telephones are provided in apartments guests are responsible for all call charges incurred during their stay. In some cases, the call charges are provided by a third-party supplier. Where applicable, information is provided in the Guest Information Folder in the apartment.

8.4 Internet Access: Information about Internet access will be provided at time of booking and on arrival. Access is subject to the Hiding Space acceptable use policy which in the interest of fairness and to ensure the best service for all guests limits the data download to a maximum limit of 1GB (1024MB) per day. If this limit is exceeded Hiding Space reserves the right to impose a charge for excess use see Clause 12 Additional Charges. At peak times the bandwidth available for connection to the Internet may be under pressure due to the number of people connecting to the Internet, both internally and externally. Hiding Space recommends that activities requiring increased bandwidth such as Skype, Movie/TV streaming is limited at these times. If in Hiding Spaces opinion the fault is deemed to be with the guest's equipment no support can be provided. Guests must not interfere, move or disconnect any equipment relating to the provision of the Internet access and must

not use the connection for any illegal or immoral purpose (including but not limited to file sharing) and Hiding Space reserve the right to pass on any record to the authorities should Hiding Space be made aware of any such use. Hiding Space reserves the right to disconnect a guest at any time without notice if, in Hiding Spaces opinion they breach any of these terms and conditions (including exceeding the download limit) or fail to pay for the connection at the agreed rate.

8.5 Security: Guests will be provided with a set of keys/fobs/access card to access the property and the apartment. Additional sets can be provided on request. It is your responsibility to ensure you are in possession of these at all times and that they are returned at the end of your stay. An additional charge will be made for replacements and if we are required to provide access due to lost or forgotten keys.

8.6 Interruption to services: We will make every effort to ensure that guests enjoy a peaceful stay, however, cannot guarantee or be held responsible for any failure or interruption of services to the apartment or the building, including electricity, water or any damage to telephone, broadband/ internet and other communications, including disruption or noise caused as a result of repair works being carried out in another part of the property. Where we are made aware of such failure or interruption we will endeavour to rectify such services within a reasonable period of time at our apartments.

8.7 Guest Services: Our guest services team is available to ensure your stay is as comfortable and enjoyable as possible. Contact details and working hours are made available on arrival.

9 Guest Responsibility

9.1 Guests are expected to comply with any regulations for use of the apartment. These are available on arrival, usually in the Guest Information Folder, in the apartment. If any guest breaches any of these conditions or the regulations, we reserve the right to request a guest vacate their apartment immediately without refund.

9.2 Smoking: Smoking is not permitted in any apartment or apartment building.

9.3 Pets: Pets are not allowed in any apartment or apartment building.

9.4 Nuisance: Guests are required to behave in a responsible manner, respect the apartment and their fellow guests and keep noise to a minimum between the hours of 10pm and 8am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the apartment for any illegal or immoral purposes. An additional charge will be made if the Management team is called out in response to a nuisance complaint.

9.5 Age Restrictions: In order to ensure our guests, enjoy a stay free from disturbance, non-corporate bookings may not be accepted from any paying guests under the age of 21. We require that there is at least one person aged 21 or over staying at the apartments for each booking. Proof of identification and date of

birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.

9.6 Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access to the apartments after 10pm and we operate a strict no party policy.

9.7 Damage: Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and where possible photographic evidence.

9.8 Cleanliness: We expect the apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs.

9.9. Lost Property: All your possessions should be removed from the apartment on the date of departure. We will use reasonable endeavours to retain any lost items for up to 1 months after your departure date. Email: bookings@hidingspace.co.uk for enquiries relating to lost items.

10. Storage: Where facilities are available and at the owner's risk storage of luggage may be provided.

11. Additional Charges

As a guide, additional charges include, but are not limited to the following:

11.1 Breakages, loss or damage to the apartment or any of its contents

11.2 Cleaning, specialist treatment charges where more than routine cleaning is required, or smoking has occurred: £150.

11.3 Inventory and condition reports: £50.

11.4 Other services e.g. dry cleaning, laundry, extra cleaning may be available on request

11.5 VAT and local taxes are payable on all additional charges and where the level of the additional charges is not specified in these conditions, we will charge you the actual cost together with any administration costs. Prices for additional charges may change at any time. For payment of additional charges see clause 2.6.

12. Health and Safety

We take the health and safety of all our guests seriously. On arrival you should familiarise yourself with the layout of the apartment and building and the health and safety procedures as detailed in your apartment.

13. Quality and Feedback

We are committed to providing quality accommodation and conduct regular audits to ensure that high standards are maintained at the apartments. We welcome feedback from our guests and ask them to complete a guest satisfaction survey on departure. We value this feedback which provides us with useful information on how we can improve our services further.

14. Complaints

In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the apartment manager as soon as possible in the first instance. If you do not give us the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received. We aim to deliver the best possible customer service, but in the unlikely event that you are dissatisfied with our service, please contact us by email to will@hidingspace.co.uk or you can call us on 01225614111.

15. Privacy

We may use your contact details to tell you about our services and apartments including special offers that we think may be of interest to you. If you do not want us to use your contact information please let us know by email to findmore@hidingspace.co.uk. All information collected or properly obtained during the booking process will be processed in accordance with our Privacy Policy which, with our Site Terms, is incorporated into these conditions. Telephone calls may be monitored and/or recorded as a security measure, to help us to train our staff and improve our service to you

16. General

We reserve the right to change these conditions from time to time. If guests are in breach of any of these conditions, we reserve the right to request that guests vacate their apartment immediately. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.

17. Hiding Space Website

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith but you acknowledge that we cannot check the accuracy of all information. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any of the apartments. Our

website may link to other websites and we are not responsible for the data policies, content or security of these linked websites. Our website (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual apartment size, design, fixtures, furnishings and facilities may vary. Our website does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification or (star) rating of any accommodations made available. For our website and privacy terms click [here](#).

Hiding Space Operated properties booked "Online"

18. Your Online Booking

If you make an instant online booking, you will be taken to a confirmation screen with a summary of your booking, including your booking reference number and the booking conditions made up of the apartment's payment terms, cancellation policy and check-in procedure. Shortly after making your booking, you will also receive a full confirmation email re-iterating this.

19 Special Requests

20. Payment

20.1 Our online payment policy is clearly displayed on our website at the time of booking on the confirmation page and may also be provided on your confirmation email. Secure payment to be made via credit or debit card on www.hidingspace.co.uk

20.2 www.hidingspace.co.uk operates as a NO-FEE service. This means we do not add any credit card fees, service fees or hidden extra's to the rate displayed.

20.3 Payment to be made in Pounds Sterling. If booking with a rate displayed in another currency to the rate, this will be converted into pounds sterling at the exchange rate in force at the time of booking. We cannot be held responsible for rate changes between booking and time of cancellation

20.4 A Security Deposit to cover "additional charges " (see clause 12), including breakages, damages, extra cleaning and further accommodation charges incurred during your stay, may be taken and you will be advised whether this is payable at the time of booking or on arrival at the apartment.

20.5 If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made. Any late payments will result in interest being charged at 4% above Bank of England base rate for the period concerned.

20.6 Payment of Additional Charges

21. Pricing

When you make a reservation through our website www.hidingspace.co.uk the rate you see on your search results page at the time of booking is the rate we apply and

confirm to you. Rates are per apartment, not per person and are inclusive of VAT unless otherwise stated.

The rates we advertise are to the best of our knowledge correct at the date of publication but we reserve the right to change any rates from time to time. Prior to the booking being confirmed rates quoted are based on the rates prevailing at the time but are subject to change. Once a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes as a result of tax changes or currency fluctuations beyond our control.

22. Changes, Extensions and Cancellations

Our online cancellation policy is clearly displayed on our website at the time of request/booking. For Changes and Extensions see clause 4

22.1 Booking conditions relate to the payment and cancellation terms displayed online when booking. These may differ between apartment type and rate booked; it is your responsibility to read these carefully.

22.2 Cancellation charges relate to the date prior to arrival when we are notified of the cancellation and will determine the cancellation charges incurred according to apartment type and rate booked online. These notice periods also apply to early departure, postponed arrival or reduction in the number of minimum night's stay.

22.3 Payment terms (also relate according) to apartment type and rate booked online.

23. Arriving and Departing

23.1 When booking live at the time of booking the arrival and checkout policies will be stated on the reservation please take note of this essential information to prevent any problems gaining access to your apartment.

23.2 The procedure for departure will be confirmed on arrival.

24. Facilities and Services

24.1 Supplier Operated properties booked "offline"

In respect of all bookings relating to apartments not operated by us, though we act as an introductory agent on behalf of the Supplier. By making a reservation with Hiding Space for a Supplier operated property, you enter into a direct (legally binding) contractual relationship with the Supplier for the accommodation you book. From the point at which you make your reservation, we act solely as an intermediary between you and the Supplier, transmitting the details of your reservation to the relevant Supplier and sending you a confirmation email for and on behalf of the Supplier. All bookings will be subject to the relevant Supplier's conditions. You will be notified at the time of booking if further Supplier terms and conditions also apply to your booking.

25. Your Booking

By proceeding to book accommodation and/or other services with Hiding Space, you accept that you will be entering into a contract with the Supplier on their standard terms and conditions. If they are provided we will endeavour (but undertake no liability to do so) to make copies of the Supplier's terms and conditions available to you.

On completion of your offline booking and receiving your confirmation you enter into a contract directly with the Supplier on their terms and conditions.

26 Payment of Additional Charges

26.1. Valid credit/debit card details must be supplied at the time of booking and/or upon arrival to cover "additional charges. These may be payable direct to the Supplier in some instances. These charges will be deducted from any Security Deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the "additional charges" will be sent to you. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest direct for these charges.

26.2. The additional charges for products and services provided by our Suppliers are available in our information pack in your apartment.

27 Liability

27.1 We act as an agent for our Suppliers and, other than our general management and booking obligations detailed in these conditions, we shall not be liable to any party for any amounts in relation to any acts or omissions or any damage or problem arising under or in relation to that contract with the relevant Supplier. Hiding Space can accept no liability whatsoever for any death, personal injury, loss or damage of any kind to the the Booker/you/your/guest, unless caused by our own negligence. Insofar as we are found to have any liability to the the Booker/you/your/guest in relation to our role as introductory Agent in arranging the booking, then our liability shall be limited, to the fullest extent permitted by law, in all cases to £1000.

27.2 Whether the property you stay at charges you (or has charged you) for your room, or we are facilitating the payment of the room price, you agree and acknowledge that the property is at all times responsible for the collection, withholding, remittance and payment of the applicable taxes due on the total amount of the room price to the relevant tax authorities. Hiding Space is not liable or responsible for the remittance, collection, withholding or payment of the relevant taxes due on the room price to the relevant tax authorities.

The facilities and services provided by our Suppliers can be provided on request at the time of booking and/or upon arrival.

28. Guest Responsibility

28.1 Guests are expected to comply with any regulations for use of the apartment. If any guest breaches any of these conditions or the regulations, the

Supplier may reserve the right to request a guest vacate their apartment immediately without refund.

28.2 Smoking: Smoking is not permitted in any apartment or apartment building.

28.3 Pets: Pets are not allowed in any apartment or apartment building.

28.4 Nuisance: Guests are required to behave in a responsible manner, respect the apartment and their fellow guests and keep noise to a minimum between the hours of 10pm and 8am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the apartment for any illegal or immoral purposes. An additional charge will be made if the Supplier is called out in response to a nuisance complaint.

28.5 Age Restrictions: In order to ensure all guests, enjoy a stay free from disturbance, the Supplier may have a minimum age set for guests, in this case identification and date of birth may be requested on arrival and if not presented on request, they may reserve the right to cancel the booking.

28.6 Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access to the apartments after 10pm and Suppliers may operate a strict no party policy.

28.7 Damage: Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment will be charged in full. In the event that these are discovered after departure the Supplier will notify you or the Booker within 7 days of departure with full details and where possible photographic evidence.

28.8 Cleanliness: The Supplier expects the apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs

28.9 Lost Property: Please contact the Supplier directly for all enquiries relating to lost property.

29 Health and Safety: Hiding Space and its Suppliers take the Health and Safety of all guests seriously. On arrival you should familiarise yourself with the layout of the apartment and building and the health and safety procedures as detailed in your apartment. Hiding Space is an introductory agent, and does not warrant that these apartments are managed in accordance with local and national laws including health and safety. You also understand that although a Supplier may comply with local and national laws, the rights and remedies under such laws may be different to that of England and Wales.

30 Quality and Feedback

Hiding Space and its Suppliers are committed to providing quality accommodation and conduct regular audits to ensure that high standards are maintained at Suppliers apartments. We welcome feedback from our guests and may ask you to complete a guest satisfaction survey on departure. We value this feedback which provides us with useful information on how we can improve our services further.

31 Complaints

31.1 In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the Supplier directly as soon as possible in the first instance. If you do not give them the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received.

31.2 In respect of all bookings relating to apartments not operated by us, we act as an introductory agent on behalf of our Suppliers. Your contract for such bookings will be with the actual Supplier. All such bookings will be also subject to the relevant Supplier's conditions. You will be notified at the time of booking of the Supplier terms and conditions that also apply to your booking. By making a reservation through Hiding Space for a Supplier operated property, you enter into a direct (legally binding) contractual relationship with the accommodation Supplier for the accommodation you book. From the point at which you make your reservation or request, we act solely as an intermediary between you and the Supplier, transmitting the details of your reservation to the relevant accommodation provider and sending you a confirmation email for and on behalf of the Supplier.

32 Your Online Booking

32.1 Any booking, made online for a Supplier operated property, will only come into existence when your card details have been provided to secure your booking and your confirmation has been dispatched by us. On completing you're booking and receipt of your confirmation you enter into a contract directly with the Supplier on their terms and conditions.