

Dear _____

Thank you for your booking with K.W.A.D Property Managers Limited, in relation to accommodation, at our Serviced Apartments at Metropol, King Street , Aberdeen. This customer agreement form outlines the details agreed between _____ and K.W.A.D Property Managers Limited.

Please check details below in relation to your booking :

- Guest name (s) : _____

- Accommodation type : _____
- Apartment No. : _____
- Agreed rate : _____
- Arrival date : _____
- Departure date : _____
- Payment Method : _____
- Deposit received : _____

I confirm that the above booking information is correct and that I have read and understood all terms and conditions as detailed on the reverse of this agreement.

Customer

Name (Print) _____

Signature _____

Date _____

K.W.A.D

Name (Print) _____

Signature _____

Date _____

General Terms & Conditions

Reservations & Confirmation

All rates are per apartment per night excluding VAT. Value Added Tax (VAT) levied at 17.5%. After 28 days VAT is only applied to 20% of the rate (in effect a rate of 3.5% is charged on the whole rate).

Check in time on day of arrival is from 12noon until 8pm and check out time is 11am on day of departure, should the occupant's arrival/departure be out with these times prior arrangements must be requested with Anita S. Hastie and would be subject to availability.

Early Departure & Cancellation Policy

Guests are required to give 48 hours notice of early departure to avoid a charge of the remaining of their accommodation originally booked. For any long term occupants 7 days notice period is required. Any cancellations require 7 days notice prior to day of arrival to avoid 50% fee of original booking.

Payment

A valid credit card must be used to make a booking as an agreed deposit will be taken prior to arrival. Extended stays will be charged in advance on a weekly basis.

In the case of invoicing being approved, this is required to be paid prior to the day of arrival. Please note that use of American Express will result in a surcharge of 3.5% being added to your payment, all other credit cards are will be charged 2.8%.

Maximum Occupancy

Only persons notified at time of booking may occupy the apartment. The number of persons permitted to occupy the apartment is limited to the number of bedrooms and this limit may not be exceeded.

Children are welcome but their close supervision and safety is the responsibility of the accompanying adult. No pets with the exception of guide dogs are allowed in the apartments.

General

Guests will be held liable for any loss, damage or personal injury they may cause.

Guests should note that where appropriate charges for damage will include a charge for the apartment being out of service while the remedial work takes place. This will be charged at the published nightly rate.

All apartments are strictly non smoking, guests who smoke in an apartment will be held liable for a £250.00 deep cleaning charge.

Guests using internet access do so within the bounds of UK law.