

## CASALONDRES - Terms and Conditions

This agreement when accepted by you contains obligations which are legally binding on you and you will be agreeing to pay the fees in full and to abide by these Terms and Conditions for the period of the agreement. You should read the terms and conditions of this agreement carefully before accepting the offer of accommodation.

### 1. Terms and conditions

1.1 A contract is formed between you and CASALONDRES when you accept these terms and conditions

### 2. Payment of Accommodation Fees and Cancellation of Accommodation

2.1 The weekly rent payable by you for your stay in the accommodation will be advised in the offer of accommodation. Changes in the rent value will be communicated within for (4) weeks notice.

2.2 If you wish to cancel or leave your accommodation with no charge, you must put this in writing to [admin@casalondres.co.uk](mailto:admin@casalondres.co.uk) at least four (4) weeks (28 days) before your leave date.

2.3 Should you fail to provide the notice stated in clause 2.2 you will be liable to pay a cancellation charge of a full week payment for each week left to complete the (4) weeks notice or the total amount of the deposit .

2.4 Rent must be paid fortnightly (14) days, on Sunday or before. For each day after Sunday you will be required to pay a £3 pounds fee.

2.5 The deposit value is £150 pounds, and you must pay the full amount within 7 days after your start date. The deposit will be refunded in the day you leave the accommodation, given the conditions bellow:

2.5.1 Room, fridge and storage room (kitchen) must be clean;

2.5.2 Return all keys;

2.5.3 Room or accommodation left without damage;

2.5.4 Room rent or fees are all paid for;;

2.6 In no circumstances, the deposit should be use to pay the rent;

### 3. Cleaning

3.1 CASALONDRES will clean all sanitary, kitchen, and communal areas weekly. Cutlery, cups, saucepans, dishes, tables, worktops and all kitchen utensils must be cleaned and stored after use by the user.

### 4. Health and safety

4.1 You agree:

4.1.1 Not to use any electric heaters (unless provided by CASALONDRES), gas and liquid fuel heaters, candles, rice cookers (in bedrooms).

4.1.2 not to interfere with the electrical distribution boards in the house or attempt to replace blown fuses;

4.1.3 not to put nails into any of the walls;

4.1.4 not to remove light bulbs from their fittings (any faults should be reported to SOS CASALONDRES) and

4.1.5 not to make any alteration to the mains or telephone wiring in the accommodation or, without the CASALONDRES' prior consent, to install any radio or television aerial or other wiring or make any attachment to the accommodation in connection therewith.

4.1.6 not to bring any furniture items from the street into the accommodation (eg. Chair, sofa, mattress or any other alien item that does not belong to the accommodation).

### 5. Your obligations

5.1 You agree:

5.1.1 not to remove any of the furniture provided in the accommodation;

5.1.2 to report any defects arising in the property or any damage caused to the property by you or your visitors to the accommodation;

5.1.3 to accept full financial liability for any loss or damage you may cause to the property within the accommodation, including your room and public areas and all fixtures, fitting and equipment, including any cleaning costs. You authorise CASALONDRES to charge you any costs it incurs to carry out any repairs or replacement. CASALONDRES reserves the right to apply these charges against your deposit. CASALONDRES will send you a breakdown of these charges or invoices.

5.1.4 to use the accommodation provided for your personal occupation and not for private business use;

5.1.5 not to keep any pets or livestock in the bedroom;

5.1.6 not to compromise the safety of yourself or others (e.g. never prop open fire doors especially kitchen doors or remove window restrictors), tamper with fire safety equipment;

5.1.7 to keep noise to a minimum at all times and you agree that no noise should be audible outside your room especially between 23.00 and 07.00 hours;

5.1.8 respect the rights and needs of your fellow occupants and the neighbours.

5.1.9 not to use drawing pins or blu-tack on the walls of your room.

5.1.10 not to smoke, use or store illegal substances and abuse alcohol in any part of the accommodation; The accommodations are smoke-free under the Health Act 2006 and, accordingly, smoking in the any part the accommodation is strictly prohibited. It is a criminal offence to smoke in our accommodations.

5.1.11 to secure your room when vacating it and to keep it clean and tidy.

5.1.12 not to engage or partake in any illegal activity.

5.1.13 not to possess firearms and weapons (including swords, air guns and air pistols) whilst staying in the accommodation.

5.1.14 not to store bicycles and motorcycles anywhere within the accommodation, other than in designated areas.

5.1.15 not to engage, promote or partake in any PARTIES or CELEBRATIONS within the accommodation.

5.2 CASALONDRES will terminate your booking without refund if you or any of your visitors are found to have breached any clause in this agreement. In such circumstance you will be required to vacate the accommodation immediately.

5.3 Subject to Clause 5.2 above, CASALONDRES reserves the right to terminate your booking if you or any of your visitors are found to have materially breached any term of this agreement. CASALONDRES may pass your details to the relevant local authority for enforcement action to be taken.

## **6. Keys and access**

6.1 You must not duplicate any keys issued to you by CASALONDRES or use the keys otherwise than in accordance with the purpose for which they were issued.

6.2 If you lose your keys, you will be charged for the cost of a replacement.

6.3 If you lock yourself out of your room or accommodation, CASALONDRES will take steps to arrange to provide you with access to your room within a reasonable period (our working hours are Monday to Saturday 09:00 AM to 06:00PM). Other than in exceptional circumstances, you will be charged £5 for this service.

6.4 CASALONDRES reserves the right to enter the accommodation (at reasonable times and subject to reasonable notice) to make periodic checks, or for any other reasonable purpose. In exceptional circumstances, where urgent entry is deemed appropriate, CASALONDRES reserves the right to enter the accommodation at any time without notice.

## **7. Occupancy**

7.1 The maximum occupancy of your room is determined at the time of booking and shall not exceed this number.

7.2 You may have day visitors in the accommodation between 8:00 and 22:00 only. You accept responsibility for the actions and behaviour of your visitors and they must be accompanied by you at all times.

7.3 CASALONDRES reserves the right to refuse admission to the accommodation to any visitor and/or to require any visitor to leave.

7.4 You will be charged £10 pounds per night per visitor if they are planning to sleep over. It should be reported to SOS CASALONDRES with at least (2) days notice.

## **8. Room changes**

8.1 CASALONDRES has reserved the right to require you to change rooms within your accommodation, or in exceptional circumstances, to move to a room in a different house.

## **9. Services and Requests**

9.1 For services and/or requests, please complete our online form at <http://sos.casalondres.co.uk>

Please note that our working hours are Monday to Saturday 09:00 AM to 06:00PM.

9.3 We endeavour to attend all requests as soon as possible. However, problems with wash machine, internet connection, drying tumbler normally takes 72 hours to get resolved.

9.2 In case of emergencies, fire, accidents or theft, please report it the authorities calling the 999 emergency number.

## **10. Events beyond the reasonable control of CASALONDRES**

10.1 CASALONDRES shall not be in breach of these Terms and Conditions, nor liable for any failure to perform any of its obligations in relation to your booking of the accommodation due to any adverse event, act, omission, or accident which happens which is beyond CASALONDRES reasonable control, including, but not limited to, flood, earthquake, extreme adverse weather conditions, natural disasters, pandemics, other acts of God, acts of terrorism, interruption or fire or failure of electric power, gas, water or other utility service, personal computers, vehicles or any collapse of building structures.

## **11. Liability**

11.1 CASALONDRES shall not be liable for any losses that were not caused by any breach of contract or statutory duty or negligence on the part of CASALONDRES and CASALONDRES shall not be liable for any consequential loss or losses that were not reasonably foreseeable to both parties when the contract was formed.

## **12. Amendments**

12.1 CASALONDRES reserves the right to amend these Terms and Conditions from time to time as it sees fit or necessary.