

Reading Serviced Rooms Terms & Conditions

The following Booking Conditions together with the General Information contained herein form the basis of your contract with the Reading Serviced Rooms. Please read carefully as they set out our respective rights and obligations. All users of this site agree that access to and use of this site are subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site.

In these Booking Conditions, "you" and "your" means the person named on the booking confirmation and all other persons staying at the property during the rental period. "We" and "us" means Reading Serviced Rooms.

All reservations are made subject to these Booking Conditions.

No Smoking

Reading Serviced Rooms operates a 100% no smoking policy. You must not smoke in any area other than the designated smoking areas outside of the property.

You must not interfere with our fire detection system or with any emergency equipment. If there is evidence of smoking, repairs or replacements required to be made to our fire detection system or emergency equipment as a result of interference by you following your stay an additional cleaning charge of £100 may apply

Accessibility

You must not bring any potentially hazardous or otherwise dangerous items on to our premises.

You must not damage or interfere with any items belonging to us. If you do so we may terminate your booking. You must bring any damage to our apart-hotel or property to our immediate attention. We may either (at our sole discretion) request the immediate re-payment of our reasonable costs during your stay or instruct a third party to contact you after your stay to recover the reasonable costs for any repair, replacement or specialist cleaning we incur if you damage our apart-hotel or property. If you request it we will send a breakdown of these costs to the address used for the booking.

Pets

No pets are permitted.

Check in & Check Out Times

Check in time is after **3pm** and Check out is by **10am**.

Please note Reading Serviced Rooms offers convenient self check-in with no formal reception on site. Your unique door codes are emailed to you on the morning of your arrival date at approximately 12 noon, however, it is imperative that you adhere to our strict check-in/check-out times to enable our cleaning team to prepare the rooms between bookings.

We are able to monitor guest arrivals/departures via our smart lock systems and if you check in early, we reserve the right to ask you to vacate the property until 3pm and/or charge an additional fee of £100. If you do not check out by 10.00am this could result in you being charged for an additional full nights stay and the matter may be passed on to our security team.

Parking

We have limited onsite parking available at a cost of £10 per day for cars and £5 per day for motorbikes, please contact us directly to book. The car park is accessed via Thames Avenue. Enter F27F+9VReading on Google Maps for the exact location. Please note the access is 2.4m wide.

Cleaning during your stay

Housekeeping will visit daily to tidy all rooms. If you are staying longer than 7 days, housekeeping will clean your room, change linen and replace towels mid stay or once per week if your stay is longer than 2 weeks. If you do not wish to be disturbed please ensure you use your do not disturb sign on your door handle.

If you require additional housekeeping e.g extra linen change, in room cleaning, this can be provided at an extra cost. Please contact us via email or phone with your request.

Behavior Policy

We expect all guests to have consideration for other people, in particular noise levels after 10.30pm. If in our reasonable opinion or in the reasonable opinion of any other person in authority, you or any member of your party behaves in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to the property, or in any way damage the reputation and/or goodwill of the Owner we are entitled, without prior notice, to terminate the occupation of the person(s) concerned. In this situation, the person(s) concerned will be required to leave the accommodation. We will have no further responsibility toward such person(s). No refunds will be made and we will not pay any expenses or costs incurred as a result of the termination.

You accept responsibility for any damage or loss caused by you or any member of your party. Full payment for any such damage or loss must be paid direct to us at the time. If you fail to do so, you will be responsible for meeting any legal costs we incur in full in recovering full payment from you.

Security

CCTV is in operation at the premises for security and fire safety reasons and fully compliant with data protection laws. There are no CCTV cameras in guest rooms.

Privacy

We will have some data shared with 3rd parties in relation to services that you obtain from Reading Serviced Rooms such as: cleaning team, out of hours support team and local authorities as required.

Making a booking

When booking via our website, we will confirm your stay by issuing a booking confirmation by email. Please check the details & contact us immediately if there are any errors or omissions to any information which appears on the confirmation or any other document as it may not be possible to make changes later. We regret we cannot accept any liability if we are not notified of any inaccuracies in any document within 24 hours of its transmission.

If you book via an online travel agent we are listed with, such as booking.com, please note that additional terms and conditions from those sites will apply.

Your booking is not transferrable. You cannot transfer or resell your booking (in whole or in part) or advertise or otherwise offer any Reading Serviced Rooms room for sale and if you do transfer or resell (or attempt to transfer or resell) your booking then we may terminate your booking and retain any money paid to us for such booking. Any bookings resold or transferred may not be honoured and we accept no liability in respect of this. We may also refuse to take any future bookings from you.

Number of persons

The number of persons (adults and children) must not exceed the maximum number of sleeping places indicated on the booking confirmation. If you have not booked for the correct number of persons, we accept no responsibility for the beds and linen not being available for your stay.

If you are unsure or would like add additional guests after you have booked, please email us on hello@readingservicedrooms.co.uk to clarify room information. We endeavour to provide as much information as possible on the website. However, we regret that no refunds for these additional sleeping arrangements can be made once booked.

Payments

To confirm a reservation we require pre-payment in full at time of booking. Payments are taken via our secure payment processor Stripe. Reading Serviced Rooms does not store credit or debit card details.

The rate for each room is as published on our website, mobile site or app (as applicable) at the time of your booking on that channel or in the case of a telephone booking as advised to you at the time of booking.

We reserve the right to terminate any booking made where we have been unable to successfully receive payment from the customer on the date of payment being due.

Room rates are per room per night and are inclusive of VAT

If your booking is not payable in full at the time of booking and the rate of VAT changes between the date of your reservation and the date of your stay we will adjust the rate of VAT that you pay and charge you accordingly.

In making a booking you agree to not use the Reading Serviced Rooms property or its facilities to conduct any commercial activity or activity that seeks to gain profit without prior written consent from Reading Serviced Rooms. We may terminate your booking and retain any money paid to us for such booking if we believe that you are in breach of this provision

No shows

If you do not arrive at the apart-hotel on the scheduled date of arrival, you will be deemed to be a 'no show' and your booking will be cancelled and in accordance with our cancellation policy no refunds will be made and all the payment will be charged.

Damages

The cost of any damage to the property or to any items in and/or at the property caused or any service charges incurred by you or any member of your party (for example excess cleaning charges) will be payable by you. We reserve the right to charge your credit or debit card for these costs.

Cancellations

Any non-flexible rate bookings are at discounted rates and therefore not refundable.

Any cancellations or amendments to flexible rate bookings must be completed 2 days before your original check-in date. You cannot cancel a booking after this time.

Typographical Errors

In the event that a room is mistakenly listed at an incorrect price, Reading Serviced Rooms reserves the right to refuse or cancel any bookings placed listed at the incorrect price. Reading Serviced Rooms reserves the right to refuse or cancel any such bookings whether or not the booking has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Reading Serviced Rooms shall issue a credit to your credit card account in the amount of the incorrect price.

Insurance

It is strongly recommended that you take out adequate travel insurance. Please read your policy details carefully. It is your responsibility to ensure that the insurance cover you purchase is adequate for your particular needs.

Force Majeure

We regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these Booking Conditions, "force majeure" means any event which we or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control

Our Liability to you

We promise to provide your accommodation with reasonable skill and care. We do not accept responsibility if any death, personal injury, failure or deficiency of your accommodation arrangements is not caused by any fault of ours. When we talk about "fault" above, this means failure by ourselves to use reasonable skill and care in performing or providing the service in question. Please note it is your responsibility to show that reasonable skill and care has not been used if you wish to make a claim.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

the fault of the person(s) affected or any member(s) of their party or

the fault of a third party not connected with the provision of your accommodation by us which we could not have predicted or avoided or

an event or circumstance which could not have predicted or avoided even after taking all reasonable care

In addition, we will not be responsible where you do not enjoy your stay or suffer any problems because of a reason you did not tell us about when you booked your stay or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or any losses, expenses, costs or other sum you have suffered relate to any business.

The promises we make to you about the accommodation we have agreed to provide or arrange as part of our contract – and the laws and regulations of the country in which your claim or complaint occurred – will be used as the basis for deciding whether the apart-hotel had been properly provided. If the apart-hotel gave rise to the claim or complaint complied with local laws and regulations applicable to the accommodation at the time, the accommodation will be treated as having been properly provided.

We limit the maximum amount we may have to pay you for any and all claims or parts of claims that do not involve personal injury, illness or death. Except where loss of and/or damage to luggage or personal possessions is concerned or a lower limitation of liability applies to your claim, the maximum amount we will have to pay you for such non personal injury claims if we are found liable to you on any basis is the price (excluding insurance premiums and amendment charges) paid by or on behalf of the person(s) affected in total. This maximum amount will only be payable where everything has gone wrong and you have not received any benefit at all from your stay.

Where we are found liable for loss of and/or damage to any luggage or personal possessions (including money), the maximum amount we will have to pay you is £50 per person affected, as you are assumed to have taken out adequate insurance at the time of booking.

Reporting problems with your stay

In the unlikely event that you experience any problems with your stay you must immediately inform us. Until we know about a problem, we cannot begin to resolve it. Most problems can be dealt with quickly.

Please note, we cannot accept responsibility for any services that do not form part of our contract. This includes, for example, any additional services or facilities any other supplier agrees to provide for you. We do not guarantee internet connections and are not responsible if installed broadband services fail.

Complaints procedure

Should you wish to complain about any aspect of our service, the first point of contact should be the apart-hotel's guest phone line on 0118 9589 900 or email hello@readingservicedrooms.co.uk and reporting of the issue as outlined above. Our aim is to promptly resolve any possible issue you might have, prior to your departure.

Should you leave the accommodation prematurely without having notified us of your complaint and giving us the opportunity to resolve the issue, you forfeit your rights to any refund, unless the terms of this contract have been breached.

If you find it necessary to pursue the matter further, you should submit a formal complaint letter (by electronic mail) within 24 hours of your departure, addressed to hello@readingservicedrooms.co.uk and we will investigate the matter further.

If your complaint cannot be resolved immediately, the timeframe will be that we will acknowledge your complaint within 48 hours and it will be addressed within 14 working days

Special requests and medical problems

If you have any special request you must advise us at the time of booking and clearly note it at the time of booking. Although we will endeavour to meet any reasonable requests we regret we cannot guarantee any

request will be met. Failure to meet any special request will not be a breach of contract on our part. We regret we cannot accept any conditional bookings, i.e. any booking which is specified to be conditional on the fulfilment of a particular request. All such bookings will be treated as "standard" bookings subject to the above provisions on special requests.

If you or any member of your party has any medical problem or disability that may affect your stay, please tell us before you confirm your booking so that we can advise as to the suitability of the chosen arrangements. In any event, you must give us full details in writing at the time of booking. If we reasonably feel unable to properly accommodate the particular needs of the person concerned, we must reserve the right to decline their reservation or, if full details are not given at the time of booking, cancel when we become aware of these details.

Passports, visas and health requirements

It is your responsibility to ensure that you are in possession of all necessary travel and health documents (including Passports and Visas (where applicable) before departure. You must pay all costs incurred in obtaining such documentation.

Changes to the terms and conditions

Reading Serviced Rooms reserves the right to cancel, amend or vary the arrangements and content featured on the Reading Serviced Rooms website, mobile site and app and/or change, amend, vary or add to these Terms and Conditions at any time without prior notice. You will be notified of any changes to these Terms and Conditions as made available on the Reading Serviced Rooms website. Please check the Reading Serviced Rooms website, mobile site and app (if applicable) regularly for updates to these Terms and Conditions.