



BOOKING TERMS & CONDITIONS

These conditions govern all bookings made through Edyn Limited (registered in England under number 07638220 whose registered office is at Embassy House, Queens Avenue, Clifton, Bristol, BS8 1SB), with any member of the edyn group, including The Wittenberg, or for one of our Partner Properties.

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 our Website Terms and Conditions. In the event of any inconsistency between these Booking Terms and Conditions and the Website Terms and Condition, these Booking Terms and Conditions prevail.

We also have a Privacy Policy that outlines our commitment to safeguarding the privacy of our customers and to protecting any personal information that you give us. For a copy of our Privacy Policy, please visit our website.

1. Interpretation

Definitions: In these conditions the following definitions apply:

- edyn/us/we/our: Edyn Limited or (where applicable) a member of the edyn group
- The Booker/you/your/guest: The person using services provided by edyn
- The Group/Group Bookings: A booking of ten or more apartments in the same property
- Edyn group: Edyn Limited or any person which directly or indirectly through one or more intermediaries, Controls, is controlled by, or is under common Control with such person, where "Control" means the ability to direct the affairs of another whether by virtue or contract, ownership or shares or otherwise and "controlling" or "controlled" will be constructed accordingly
- edyn Operated Property/Properties/Apartments: The accommodation provided by and operated by edyn
- Booking Conditions: The payment and cancellations terms applicable when booking edyn.
- Offline: A booking/enquiry made with edyn, via telephone, live chat or via email.
- Online: A booking/enquiry made with edyn via the website
- 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 edyn

2. Disclaimer

Information on this site is posted in good faith and updated regularly, but edyn cannot guarantee its completeness and accuracy. edyn does not accept any liability to you or any third party for any error or omission on this site. edyn may change, update or delete the terms and conditions or any information on this site without



prior notice.

edyn does not warrant that this site will be uninterrupted, error free or that any information or other material accessible from this site is free of viruses or other harmful components.

edyn is not liable for any direct or indirect loss resulting from your use of the information on this site, except we shall be liable for death and personal injury resulting from our negligence.

3. Your Booking

- 3.1. Any booking made will only come into existence when payment has been made in full and/or your confirmation has been dispatched by us. Upon completing your booking and/or receiving your confirmation you enter into a contract with edyn on our stated terms and conditions.
- 3.2. 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.
- 3.3. Upon check-in, guests may be required to show the credit/debit card used to pay for the booking and a valid photo ID, such as passport or driving licence.
- 3.4. The name, email and telephone number for booker and one lead guest per apartment is required at the time of booking.
- 3.5. As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct let us know immediately. 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.

3.6. Your online booking

If you make an instant online booking on the website, your details will be transferred to our booking system, Mews. You will receive an email to confirm your bookings, including your booking reference number and booking conditions. These confirmation details should be brought with you on check-in.

3.7. 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 particular request.



3.8. Group bookings

Cancellation charges and notice periods for group bookings differ and to those in Clause 6, and will be advised at the time of enquiry.

Any group booking made online is also subject to Group conditions. This will include group cancellation terms and group payment terms. Our group reservations team will be in touch to confirm the booking and to clarify any special conditions.

4. Payment

- 4.1. 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.
- 4.2. Where bookings do not require upfront payment, a pre-authorisation of 1% will be charged to the payment card used at the time of booking. This is a temporary charge and no funds will be debited from your account. Payment should be made in Pounds Sterling or Euro by: Credit or Debit card. Credit card fees are not applicable. Credit card details must match the security checks.
- 4.3. We may pass your debit/credit card details to a third party to process any payments. Company Cheque: payable to 'Edyn Limited'. Bank Transfer: (bank details are available on request).
- 4.4. Accounts in credit balance for a year or more, following best endeavours to return the money to the customer will be retained and removed from the account.
- 4.5. Any commission invoices due should be submitted to accounts.payable@edyngroup.com within 12 months of the departure date. Invoices not received within this time will be rejected.
- 4.6. **Security Deposit**

A Security Deposit to cover "additional charges" (see clause 14), 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.
- 4.7. **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 14). 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.



5. Pricing

- 5.1. When you make a reservation, the rate you see on your search results page at the time of booking is the rate we apply and confirm to you. Specific payment terms may apply depending upon the rate plan that you have booked. Rates are per apartment, not per person and are inclusive of VAT unless otherwise stated.
- 5.2. 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.
- 5.3. 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 on the earliest of the date of payment, the date of arrival or the date of invoice, unless the VAT rate changes during your stay. If the VAT rate changes during the dates of your stay, VAT is charged at the VAT rate in force on each day of your stay, but will exclude city tax which is payable locally.

6. Changes, Extensions & Cancellations

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.

- 6.1. **Changes**
Changes; If you wish to change any detail of your confirmed booking we will do our best to make the change, which may result in an increase or decrease in rate depending on the date and length of stay.

Changes to the arrival date to later than the original date confirmed will be treated as a cancellation under Clause 6.3 below.

All changes of date are subject to availability. Should any change be rejected, the original booking will be re-instated. Name changes or child age changes will not incur any charges or administration fee. Once in house changes to the departure date which result in a reduction in the length of stay will be subject to rate change.

- 6.2. **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.

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.



6.3. Cancellations

Our cancellation policy is displayed below.

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

Cancellation charges are incurred according to apartment type and rate booked. Cancellation charges may differ for supplier operated properties.

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 (prior to arrival)	Cancellation Charge
1-6 nights	24 hours	1 night
7-28 nights	24 hours	Minimum 7 nights
29+ nights	7 days	Minimum 7 nights

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

In the case of a no show, apartments will be held until 1 am the day after arrival, at which your booking will be cancelled and the following charges will be applied:-

1-6 nights; first night will be charged

7+ nights; first 7 nights will be charged

No show charges may differ for supplier operated properties.

7. Changes by us

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 has to 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.

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.

8. 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.

9. 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.

10. Liability

We are responsible for our own operated apartments, subject to the following conditions.

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

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).

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;

- 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;
- any inaccuracy relating to the (descriptive) information (including rates, availability and ratings) of the accommodation as made available on our website;
- the services rendered or the products offered by the supplier or other business partners;
- 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;
- 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.

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.

11. 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).

Although we would love to we cannot guarantee an exact apartment number 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.

12. Facilities & Services

- 12.1. **Cleaning:** We won't interfere with your space every day; as standard, we will give your apartment a full clean after 7 nights, and weekly for the length of your stay. We provide all our guests with toiletries, welcome teas & coffees and milk in your apartment to get you started.
- 12.2. **Maintenance:** Routine maintenance is carried out regularly; 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.
- 12.3. **Internet:** 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 edyn reserve the right to pass on any record to the authorities should edyn be made aware of any such use. edyn reserves the right to disconnect a guest at any time without notice if, in edyn's opinion they breach any of these terms and conditions.

13. Guest Responsibility

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. The number of people in an apartment must not exceed the sleeping capacity of the apartment.

- 13.1. **Smoking:** Smoking is not permitted in any apartment or apartment building, this includes the use of electronic cigarettes.
- 13.2. **Pets:** We have dog friendly properties where 1 dog of up to 30 kilos is welcome. Cats are allowed on request and for extended stay only (bookings of 29+ nights). Registered service animals will be permitted in all locations where notice has been given prior to arrival. Additional charges apply for all pets and a pet waiver will be required to be completed.
- 13.3. **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 7am. 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.



- 13.4. Age Restrictions: In order to ensure the safety of all our guests, bookings may not be accepted from any guests under the age of 18 unless there has been prior agreement in writing directly with the property. We require that there is at least one person aged 18 or over travelling with any child and be residing in the same apartment or interconnecting room unless by prior agreement. 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.
- 13.5. Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access to the apartments after 11pm and we operate a strict no party policy.
- 13.6. 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. We reserve the right to charge the card payment details provided and pre-authorized at the time of booking where you or a guest of your booking causes damage of any kind to the hotel or the apartment.
- 13.7. 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.
- 13.8. 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 3 months after your departure date.
- 13.9. Storage: Where facilities are available and at the owners risk, storage of luggage may be provided. Additional charges may apply for luggage storage over 24 hours (see clause 14).

14. Additional charges

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

- Breakages, loss or damage to the apartment or any of its contents. We reserve the right to charge the card payment details provided and pre-authorized at the time of booking where you or a guest of your booking causes damage of any kind to the hotel or the apartment.
- Cleaning, specialist treatment charges where more than routine cleaning is required to a maximum of £1000 fine
- Smoking in the apartments or in the hotel outside of the designated areas: £240



fine.

- Inventory and condition reports: £50
- Lost access cards: £10 per card
- Storage of luggage (over 24 hours)
- Pet stays
- Other services e.g. car parking, dry cleaning, laundry, extra cleaning may be available on request

VAT and local taxes are payable on all additional charges. Where the additional charges are 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 4.8.

15. Health and safety

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

16. 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 also 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.

17. Complaints

In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the manager as soon as possible in the first instance. If you do not give us the opportunity to resolve a problem during your stay, it is impossible to help. 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 GuestServices@edyngroup.com.

18. Privacy

At various stages of your website and booking journey we may collect personal data and contact details. All information collected or properly obtained will be processed in accordance with our Privacy Policy.

Telephone calls may also be monitored and/or recorded as a security measure, to help us to train our staff and improve our service to you.

19. 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.

20. Supplier operated properties

This clause relates to 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 edyn 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.

- 20.1. Your bookings: By proceeding to book accommodation and/or other services with edyn, 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 booking and receiving your confirmation you enter into a contract directly with the Supplier on their terms and conditions.

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 your booking and receipt of your confirmation you enter into a contract directly with the Supplier on their terms and conditions.

- 20.2. Payment of additional charges: Valid credit/debit card details must be supplied at the time of booking and/or upon arrival to cover "additional charges" (see clause 14). 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. The additional charges for products and services provided by our Suppliers are available on request when making a reservation and/or upon arrival.
- 20.3. Notice Period: The cancellation policies relating to specific suppliers can be provided at the time of request/booking. For changes and extensions see clauses 6.1 and 6.2
- 20.4. Liability: 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. edyn 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.

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. edyn 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.

For more detail see clause 18.

- 20.5. Facilities & Services: The facilities and services provided by our Suppliers can be provided on request at the time of booking and/or upon arrival.
- 20.6. Guest Responsibility: 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.
- 20.7. Smoking: Smoking is not permitted in any apartment or apartment building; unless express permission is given by the Supplier.
- 20.8. Pets: Pets are not allowed in any apartment or apartment building; unless express permission is given by the Supplier.
- 20.9. 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 7am. 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.
- 20.10. 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.
- 20.11. Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access to the apartments after 11pm and Suppliers may operate a strict no party policy.



- 20.12. **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.
- 20.13. **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.
- 20.14. **Lost Property:** Please contact the Supplier directly for all enquiries relating to lost property.
- 20.15. **Additional charges:** The additional charges for products and services provided by our Suppliers are available on request when making a reservation and/or upon arrival.
- 20.16. **Health and safety:** edyn 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. edyn 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.
- 20.17. **Quality and feedback:** edyn and its Suppliers are committed to providing quality accommodation and conduct regular audits to ensure that high standards are maintained at Suppliers apartments. In the UK many of the apartments are also independently assessed through the Visit Britain Quality in Tourism scheme and/or the Association of Serviced Apartments quality standard and details of the star ratings awarded can be found on our website. 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.
- 20.18. **Complaints:** 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.



20.19. Privacy: Where you book a Partner operated property, we will use your personal information to book the property for you, and provide your personal data to the Partner to allow them to prepare the property for your arrival and to contact you if there are any issues. For this activity, edyn act as an agent and are therefore a Processor of your personal data, meaning edyn will only process your data to the extent necessary to fulfil your instructions. Any processing of your personal data by the Partner will be carried out as a separate Controller in accordance with the Partner's privacy policy and terms and conditions.

21. Additional provisions

The following clauses of these terms and conditions will also apply to supplier operated property bookings:- Clauses 3.7, 3.8, 4, 5, 6.1, 6.2, 6.3, 7, 8, 9, 11 & 19