**1. General**

1.1 These terms and conditions (“Terms”) apply to all bookings made with Warbler trading name of Tseeep LTD (“we”, “us”, “our”). 1.2 **By making a booking, guests (“you”, “your”) agree to comply with and agree fully with these Terms.**

**2. Booking and Payment**

2.1 All bookings are subject to availability.

2.2 A booking is confirmed once the deposit or full payment is received.

2.3 Payment methods accepted include Direct bank transfer or Paypal.

2.4 Full payment must be received 5 days before the check-in date.

**3. Cancellation and Refunds**

3.1 Cancellations must be made in writing.

 3.2 Cancellations made 60 days before the check-in date will receive a full refund.

3.3 Cancellations made less than 21 days before the check-in date will be charged 75% of the total booking cost.

3.4 Cancellations made 7 days or less before the check in date will be charged 100% of the total booking cost.

3.4 No refunds will be given for early departures.

**4. Check-In and Check-Out**

4.1 Check-in time is from 4:00pm on the arrival date.

 4.2 Check-out time is by 10:00am on the departure date.

4.3 Late check-out is subject to availability and may incur additional charges.

**5. Use of Accommodation**

5.1 The accommodation is to be used only for residential purposes.

5.2 The number of guests must not exceed the maximum occupancy stated in the booking confirmation. An additional cost per person per evening over 4 people can be issued – please notify us if you would like additional guests.

5.3 No parties or events are allowed without prior written consent from us. An additional charge of £1000.00, plus additional costs for any damages incurred will be issued in the event of this condition being breached. Guests will be required to vacate the property immediately if this condition is breached.

5.4 Pets are not allowed unless specified at the time of booking and confirmed in writing by us. There will be an additional fee applied for cleaning following a stay with pets – variable depending upon the type, size and number of pets.

**6. Conduct and Responsibility**

6.1 Guests must behave in a respectful manner and not cause a nuisance to other guests or neighbours. Please be mindful when entering and leaving the property.

6.2 Guests are responsible for keeping the accommodation and its contents in good condition.

6.3 Any damage or loss caused by the guests must be reported immediately and may result in additional charges for an equivalent or better replacement.

**7. Liability**

7.1 We are not liable for any loss, damage, or theft of personal property.

7.2 We are not responsible for any injury or accident that occurs on the premises.

7.3 We are not liable for any inconvenience caused by temporary defects or stoppage of utilities.

**8. Housekeeping and Maintenance**

8.1 The accommodation will be cleaned before your arrival and after your departure.

 8.2 Additional cleaning services are available upon request and at an additional cost. Please be aware that at every hand over cleaning takes place – in the unlikely event of something having been missed a cleaner will come within 24 hours – no reimbursement will be sought by the guests for additional cleaning.

8.3 Guests must report any maintenance issues immediately. In the event of emergency maintenance needing to be taken out access will be granted and no refund shall be issued unless there is a disturbance for more than 48 hours.

8.4 Please be aware that the bathrooms are internal without windows and there are ventilation cowls installed by the freeholder throughout the building in each bathroom. You are booking with this understanding.

8.5 You are booking with the understanding that there is no mechanical air conditioning in the property.

**9. Internet and Utilities**

9.1 Complimentary Wi-Fi is provided for guests.

9.2 We are not liable for any interruptions to the internet service or other utilities beyond our control.

**10. Termination**

10.1 We reserve the right to terminate the stay if these Terms are breached.

10.2 In the event of termination, no refunds will be issued, and guests may be required to vacate the property immediately.

**11. Privacy and Data Protection**

11.1 We respect your privacy and are committed to protecting your personal data.

11.2 Your personal information will only be used for processing your booking and providing our services.

11.3 Industry standard onsite smoke noise monitors are on site which detect numbers of people and smoking.

**12. Governing Law**

12.1 These Terms are governed by and construed in accordance with the laws of the United Kingdom.

12.2 Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of the United Kingdom. Mediation will be used to resolve disputes.

**13. Amendments**

13.1 We reserve the right to amend these Terms at any time without prior notice.

13.2 Any changes to the Terms will be posted on our website and will take effect immediately.

**14. Contact Information**

14.1 For any questions or concerns, please contact us at:

* Tseeep Ltd trading as Warbler
* info@warbler.uk