

1. Method of Payment

We are pleased to accept the following methods of payment:-

- Credit / Debit Card: Visa, Mastercard, AMEX, Switch, Solo, Delta, and Electron.
- Company Cheque: Pounds sterling or Euro Payable to Lanesra Group Limited.
- Bank Transfer: Pounds sterling or Euro

Bank details are available on request.

We reserve the right to charge interest on overdue accounts at 4% above the UK bank base rate.

For bookings made within 28 days of commencement of stay, full payment, by cleared funds, is required at the time of booking*.

Should payment not reach Lanesra Group Limited within the required time, Lanesra Group Limited reserve the right to cancel any bookings made and any deposit paid will be forfeit.

Failure to pay in accordance with the agree terms of payment may result in suspension of accommodation. Lanesra Group Limited reserves the right to charge interest on overdue accounts.

2. Accommodation and Occupancy

Although accommodation and location are confirmed in advance, the exact apartment cannot be guaranteed prior to arrival.

The number of people permitted to occupy each apartment is limited to the number of beds. In some apartments extra beds can be provided and this will be at a charge to be agreed at the time of booking. If the number of people permitted to occupy an apartment is exceeded, Lanesra Group Limited reserves the right to charge for additional apartments.

3. Arrivals and Departures

Apartments are available for occupation between 14.00 hours and 18.00 hours on the day of arrival to 11.00 hours on the day of departure. All additional hours will be charged as one day unless otherwise agreed.

Early check in/ late check out cannot be guaranteed unless the booking is made from the night before arrival/ for the night after departure.

Key collection details will be provided prior to check-in date. .

4. If you alter your booking

If you wish to alter your booking, Lanesra Group Limited will use its best efforts to comply with your requirements, however, you will be obliged to pay any additional expenses incurred as a result of the alteration. In addition, Lanesra Group Limited may charge, at its discretion, an amendment fee of £50 plus VAT to cover the necessary administrative costs incurred.

5. Cancellation Policy

All cancellations must be confirmed in writing.

No refunds will be made for non-arrivals.

Where cancellation of the whole or part of a booking is received less than 28 nights prior to arrival, Lanesra Group Limited reserve the right to charge a cancellation fee of £100 and any accommodation charges that Lanesra Group Limited has committed to in respect of that reservation. Any refund of accommodation charges is made subject to the apartment being re-let.

Depending on the reasons for your cancellation, you may be able to reclaim cancellation charges from your insurance company if you have taken out travel insurance. Lanesra Group Limited recommends that clients purchase adequate travel insurance.

6. Additional Charges

Upon arrival credit card details may be taken at check in, as security for any additional charges.

Telephone Calls:

Telephone calls are charged separately. Sometimes, telephone call charges are provided by a 3rd party supplier. Where this arrangement exists, it is the guest's responsibility to set up a charge account with the service provider direct (details available in the apartment).

Broadband:

WiFi Broadband is available in all apartments as complimentary. Guests will need to request for network and pass code to be able to access.

Additional Chargeable Services:

Provided at the individual apartment location. Details of additional services are available on request. The cost of any such services is payable directly to the apartment house.

Cleaning:

Lanesra Group Limited expects the apartments to be left in a reasonable state on departure. If, at Lanesra Group Limited's discretion, additional cleaning is required on departure, the cost of this cleaning will be charged as an additional charge. When the duration of the reservation is in excess of 28 days, a discretionary final cleaning charge of £75 plus VAT may be charged.

Damages:

Damages to the apartment must be paid in full by the booker. In the event of any breakages, damage or extra cleaning required after the guest vacates, Lanesra Group Limited will notify the booker by e-mail within 1 week of the guests departure, providing a detailed breakdown of the issues and the cost of rectifying them. Where possible, photographic evidence will also need to be supplied. Inventories and condition reports can be provided at the beginning and at the end of the accommodation period if required

Keys:

Lanesra Group Limited will issue the guest with a set of keys and extra keys are available on request, however, if the issued keys are not returned on departure a charge of £50 plus VAT will be made to the booker. If between the hours of 10 pm and 8 am a guest locks themselves out of the property and requires assistance to re-enter the property, Lanesra Group Limited reserve the right to charge £50 plus VAT call out charge in addition to the charge for lost keys.

Call Outs:

If the emergency call out number is used to call out the apartment manager between the hours of 22:00 and 08:00 for any purpose other than an emergency, Lanesra Group Limited have the right to charge the booker a call out fee of £50 plus VAT.

7. Deposit

A deposit covering breakages and damages may be required at the time of booking*. The deposit will be refunded at the end of your stay, following Lanesra Group Limited inspection of the apartment used by you and settlement of all charges owing to Lanesra Group Limited.

If a deposit is not charged, valid credit / debit card details to cover any additional charges during either your current (or any future stays with Lanesra Group Limited) must be supplied at the time of booking and Lanesra Group Limited reserves the right to deduct from that card, without further notice, all amounts chargeable under Section - Additional Charges. Within one week of such a deduction, Simply Apartments Ltd will provide the booker by e-mail with a breakdown of the issues and costs of rectifying them. In the event that payment is declined, for any reason, or no card details are provided, Lanesra Group Limited reserves the right to charge the company or individual who made the booking at the address provided. You must pay this invoice within 7 days of issue.

8. Rates

All rates quoted are based on the rates prevailing at the time that a booking is confirmed. Once a booking has been confirmed Lanesra Group Limited will not change the rate quoted unless you change the booking. VAT is charged at the rate in force at the time of invoicing. Rates are subject to change without notice and may vary for currency exchange movements where applicable between UK and overseas locations.

9. Insurance and Liability

Lanesra Group Limited cannot be held responsible in any way for loss of or damage to, contents, furniture, fittings or any personal belongings at the apartment locations. Nor can Lanesra Group Limited be held liable for the acts or defaults caused by third parties. You are advised to ensure your own insurance policies cover loss or damage to personal property during your stay. Guests are advised to take out adequate travel and personal insurance.

Some apartments advertised on the Lanesra Group Limited website or on Lanesra Group Limited printed literature are owned and operated by third parties. Whilst Lanesra Group Limited endeavours to ensure the highest standards for third party apartments, it does not warrant that in booking these apartments on your behalf, that the apartment is in accordance with local national laws including health and safety and insurance. You also understand that although a third party may comply with local national laws, the rights and remedies under such laws may be different to that of England and Wales.

Nothing in this contract seeks to exclude liability for death and personal injury or any other liability not excludable under the laws of England and Wales.

10. Feedback and Complaints

As a company Lanesra Group Limited welcomes feedback from its guests. Lanesra Group Limited does not expect and certainly does not want dissatisfied guests, but in the event that you are not entirely satisfied with the service offered, you should notify the apartment manager in the first instance. If the problem cannot be resolved during your stay, you should contact Lanesra Group Limited in writing at our Head Office, 8 Cranbourne Gardens, Barkingside, Ilford, Essex, IG6 1QF, United Kingdom or alternatively you can call us on 0845 257 0311 or email enquires@lanesragroup.com. Our policy is to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them.

11. Pets

Lanesra Group Limited regrets that pets are not allowed in the apartments.

12. Services

Lanesra Group Limited cannot be held responsible for any failure or interruption of services to the apartment, including electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property.

13. Restrictions

Smoking:

Smoking is forbidden in certain Lanesra Group Limited buildings. Should you wish to smoke during your stay you should ensure at the time of booking that you are permitted to do so in your chosen location. Lanesra Group Limited reserves the right to make an additional charge of £50 plus VAT for specialist treatment to an apartment where smoking has taken place in a smoke free building.

There are a number of restrictions at certain apartment locations. Full details are available on request.

Should guests be in breach of these terms and conditions, Lanesra Group Limited reserve the right to request that guests vacate their apartment within 24 hours.

14. Data and Internet

Neither Lanesra Group Limited nor its management assumes any responsibility for any damage to your computer, the data contained on it, or the security of any data transmitted over the Internet. It is the sole responsibility of guests to protect their computers from viruses, loss of data and/or unauthorised access.

15. Confirmation of Booking

To confirm a booking Lanesra Group Limited requires a completed booking form or a completed booking link via the internet. In addition, a deposit may also be required to confirm the booking. The total apartment charges must be paid no later than 28 days prior to arrival, unless otherwise agreed in writing.

16. Extension of Bookings

For stays of up to 7 nights, 48 hours in writing, of your intention to extend your stay is required prior to the scheduled departure date.

For stays of more than 7 nights, 7 days notice in writing, of your intention to extend your stay is required prior to the scheduled departure date.

Failure to give notice in writing of your intention to extend your stay may result in your apartment being re-let. Please note that all extensions of current reservations are subject to availability and rate change.

Where notice of intention to extend your stay has been given, Lanesra Group Limited reserves the right to take all additional payments and charges from any credit/debit card used to make the original booking. Where payment has been made by cheque or bank transfer, an invoice for the requested extended period will be sent to the billing address provided at the time of booking and payment must be made by return.

17. Early Departures

In the event that a guest needs to check out prior to the agreed departure date, Lanesra Group Limited Ltd will use its best endeavors to obtain a refund of accommodation charges for the remainder of the stay. However, any refund will be subject to the apartment being re-let and may be subject to a cancellation charge.

18. Lost Property

Any items left in the apartment will be kept for 3 months after the departure date.

19. Website

Every effort has been made by Lanesra Group Limited to ensure that the information and images on its website are accurate. However, information and images are subject to change without notice.

Please note that apartments are individual and vary in style, size and layout so furnishing details are not uniformly standard. Please contact the Reservations Team for further information on individual apartments.