

## **Bansko-Rentals – Terms and Conditions of Apartment Use**

[www.skiapartmentbanskobulgaria.co.uk](http://www.skiapartmentbanskobulgaria.co.uk)

**It is important that you read and understand the content of this document.  
If unsure, please ask for clarification before booking.**

Where possible we have used images taken in Bansko, Bulgaria. However, some images on the web site are generic and should not be taken as representative of the goods on offer.

The minimum stay is three nights.

A non-refundable deposit of £100.00 is required at time of booking. Remaining balance to be paid 6 weeks before arrival by bank transfer or cheque (from within UK only). If booked less than 6 weeks before arrival an immediate payment for the full amount will be required. A €100.00 security deposit (to cover any unforeseen breakages etc) is required upon arrival; this should be given to Alexander Services (the company managing the apartment) at key handover. This is fully refundable at the end of your stay, providing the apartment is left in the same condition as found.

Standard occupancy for the apartment up to four people. We have two single beds and one sofa bed sleeping up to two people. You should check maximum occupancy at the time of booking.

You may not re-let/sublet the apartment to any other third party without our prior written approval. The number of persons permitted to occupy the apartment is limited to the number of beds available and this limit may not be exceeded without our prior written approval. We reserve the right to refuse admittance to the apartment if this condition is not strictly complied with.

When you make a booking you must provide the names of people who will be staying in the apartment.

Once a booking has been accepted, a contract exists between you and us. Accepting a reservation with us indicates acceptance of these Terms and Conditions. This contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in England. Amendments to these Terms and Conditions may be subject to change at any time and without notice.

A €100.00 security deposit (to cover any unforeseen breakages etc) is required upon arrival; this should be given to Alexander Services (the company

managing the apartment) at key handover. This is fully refundable at the end of your stay, providing the apartment is left in the same condition as found.

Prices are inclusive of booking fee, heating and hot water costs, linen and towels but do not include phone charges and internet usage, where available. The apartment is allocated an electricity allowance. Excessive use of electricity will result in a surcharge being applied to your bill. Please ensure that all appliances, lighting, heating, hot water etc are turned off unless required.

We may cancel your booking at any time. We will refund all money paid should we need to do this. We don't need to give you a reason for cancelling the booking.

You are not allowed to smoke in the apartment or on the apartment balcony.

You are not allowed to smoke in the public areas of the apartment block.

A charge of €50 per night may be applied in the event smoking has occurred in the apartment.

No pets are allowed. Guide dogs are allowed.

You cannot check-in before 2pm and you must leave before 10am. A charge for late checkout of €15 may be made for departures after 10am but before 2pm. If checkout is made after 2pm, an additional night's accommodation will be made.

The apartment building is not a hotel; please respect other residents.

Parties are strictly forbidden and if any take place you will be told to leave without any refund.

If the apartment is not returned in a reasonably clean condition or has to be withdrawn from use due to damage or some other reason during the Client's stay, we reserve the right to charge a minimum additional €30 for additional cleaning. Please ensure that apartments are left in good condition - all waste placed in waste bin, and all crockery, cutlery and utensils washed.

Please lock all doors and windows when you leave the apartment for whatever reason. This also applies to the main door to the building.

Please report any damage or faulty items when you arrive.

If you break anything or damage anything we will charge you. This also applies if you damage walls or fixtures and fittings.

Do not remove anything from the apartment.

All apartments are cleaned prior to your arrival and again every seven days.

Fresh bed linen and towels are supplied. These will be changed on a weekly basis.

If you lose keys and/or electronic door fobs the replacement charge is €100.

Your stay will be confirmed to you in writing or email. You are not allowed to stay longer. Our agreement with you is not a lease or tenancy agreement.

Do not leave any valuable items in the apartment. If you do they are left entirely at your own risk. This also applies to personal items.

We are not responsible for any personal injuries incurred during your stay or as a result of staying in our apartment.

We may need to enter the apartment during your stay to carry out maintenance. We will keep this to a minimum and give reasonable notice.

By booking the apartment you agree to these terms and conditions. You may be asked to leave if you breach them.

The guest, prior to vacating the premises, must settle all accommodation charges and any "extras" charges. In the event that the reservation is for seven or more days, settlement of the account will be required on every seventh day of the stay (not applicable to corporate accounts), starting from the date of arrival.

Unannounced guests, "Walk-ins", must pay for their accommodation and "extras" on arrival.

### **Cancellations**

Cancellations must be made by e-mail to [info@bansko-rentals.co.uk](mailto:info@bansko-rentals.co.uk). Confirmation of cancellation will be sent to you. If you do not receive confirmation, then your cancellation may not have been received. We do not guarantee that emails sent to the above address are received. It is Client's responsibility to ensure receipt of their cancellation.

Cancellations may be liable to the charges outlined below. Depending on the reasons for your cancellation, you may be able to reclaim these cancellation charges from your insurance company, if you have taken out travel insurance. We strongly recommend that all clients obtain appropriate travel and personal insurance cover.

Cancellation of a reservation will be effective only from the date of receipt.

Deposits paid are always non-refundable.

Cancellations must be by email to: [info@bansko-rentals.co.uk](mailto:info@bansko-rentals.co.uk).

Cancellation fees:

Period before arrival,  
4 to 6 weeks = 50%\*  
2 to 4 weeks = 70%\*  
0 to 2 weeks = 100%\*

(\* % of total price)

### **Early Departure**

If your reservation is for more than 14 days and wish to leave earlier, you will be charged the full rate for the date of departure, plus €20 per day for the additional unused days of your reservation.

If your reservation is for less than 14 days and you wish to leave more than two days before your scheduled departure, you will be charged the full rate for the day of their departure.

### **Security Deposits for Damage, Extras and Cleaning**

We reserve the right to charge a security deposit upon check-in. If this Security Deposit is paid in cash it will be refunded on departure, after checking the apartment. If the deposit is paid by credit card (via a pre-authorisation) this will be refunded within 14 days of your departure and after inspection of the apartment(s) on the conditions that:

- (1) no damage to the apartment(s) has occurred, by any member of the group
- (2) no damage to any of our property has occurred, by any member of the group
- (3) no undue disturbance to other guests has occurred, by any member of the group.

We are not liable for delays in refund of pre-authorisations by credit card companies.

If damage or disturbance to other guests has occurred, the cost to us for the damage or disturbance that has occurred will be retained from the security deposit and the remainder returned to you. If this cost exceeds the value of the deposit, or no security deposit has been taken, you agree to indemnify us for the damage, additional cleaning costs or other charges and agree to pay all costs of recovery against you including legal costs, court costs and other expenses.

### **Occupants**

Guests should specify estimated time of arrival when booking a reservation. The reception desk at the apartment building is not available in low season. You will be notified of a contact number who can deal with any issues you may have.

### **Facilities / Services**

All apartments are fully furnished and include a kitchen fully equipped with appliances, cutlery, crockery, and kitchen utensils. No food is provided (unless pre-ordered). No items may be removed from the apartment.

Unless otherwise specified, the prices quoted include heating, electricity and water. The price also includes a weekly change of linen and towels and cleaning.

### **Damage**

We will not be responsible for any theft of, or loss or damage to your goods or personal belongings kept at the accommodation. We strongly recommend that you take out travel insurance to cover any such losses. You are also responsible for taking all reasonable care of the apartment and its contents. The apartment and all equipment, utensils, furniture etc. must be left clean and tidy at the end of your stay, or charges may be applied.

Except in the case of normal wear and tear you are responsible for any damage to the apartment or its contents during your stay that has occurred due to the negligence, wilful default or irresponsible behaviour on the part of yourself or those occupying the apartment or their guests. You must report any damage to us, without delay.

### **Fair Use**

You and your party agree to be considerate tenants and to take good care of the Apartment(s) and to leave it/them in a clean and tidy condition at the end of the rental period. You and your party also agree not to act in any way that would cause disturbance to those residents in neighbouring properties. Each apartment is allocated an electricity allowance. Excessive use of electricity will

result in a surcharge being applied to your bill. Please ensure that all appliances, lighting, heating, hot water etc are turned off unless required.

### **Use of Property**

The use of any property for the purpose of conducting business, of any kind, is expressly forbidden, except where written permission from us has been granted.

We grant the use of its property solely for appropriate, legal, personal use. We expressly forbid entry to our property to any persons other than those listed under the relevant booking.

You and we agree that no tenancy rights accrue as a result of the usage of property.

We reserve the right to terminate without notice any reservation/booking that we deem to be in breach of our Terms and Conditions, irrespective of whether the holder of the reservation, or any member of the group associated with the holder of the reservation, has checked in.

### **Insurance**

You will ensure that nothing is done which may jeopardise our insurance policy or any part of it in respect of the apartment and its contents.

### **Complaints**

You must immediately notify us of any complaint and in any event no later than 12 hours after your arrival and, if we are found to be in breach of this warranty, we will at our discretion refund to you the price paid by you. All complaints must be sent by email to [info@skiapartmentbanskobulgaria.co.uk](mailto:info@skiapartmentbanskobulgaria.co.uk). Under no circumstances shall our liability to you exceed the amount paid to it for the rental period.

### **Liability**

Unless negligence by us is established by an independent body, appointed in agreement with us, we will not be held liable for injury to person, loss of, or damage to any property of any person staying/visiting the apartments and or its general facilities and area. Vehicles parked are done so at the risk of the guest.

Once a booking has been accepted, a contract exists between us. Accepting a reservation with us indicates acceptance of these Terms and Conditions. This contract shall be governed by English law in every particular including formation and interpretation and shall be deemed to have been made in

England. Amendments to the Terms and Conditions may be subject to change at any time and without notice.

**Law**

These terms and conditions shall be interpreted under English law and shall be subject to the jurisdiction of the English Courts.