GUEST TERMS AND CONDITIONS (Updated Nov 2025)

The booking terms and conditions govern all bookings made with Blok Property Management ("Blok Property Management" "us" "we") registered in Scotland under number SC648975 and whose registered office is at 1 Cambuslang Court, Glasgow, G32 8FH. You ("the booker" and all members of your party collectively called "the guests") accept these terms and conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others.

1.Scope

1.1 Your stay with us is not intended to confer exclusive possession on either the client or guest nor to create the relationship of landlord and tenant. Neither the client nor the guest will be entitled to any tenancy, or any short assured or assured tenancy, or to any statutory protection under the Housing Act 1988, or to any other statutory security of tenure now or upon the determination of this agreement.

1.2 Rates are subject to change without notice.

1.3 VAT is charged as appropriate.

2. **The Booking**

2.1 Any booking, however made, will only come into existence when payment has been made and your confirmation has been dispatched by us.
2.2 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 if applicable. We reserve the right to refuse any booking at any time.
2.3 All guests' names and contact details are required at time of booking. Due to the nature of our business, Blok Property Management may be required to contact guests prior to arrival in relation to their reservation. Blok Property Management will not accept responsibility for any issues arising from incorrect contact details being provided by guests. We strongly advise all guests to ensure that their contact details are correct at time of booking and that they are contactable using these details.
2.4 The managing agent permits the client to occupy the property, such occupation being by you the guest(s) personally only and to use the Owners' furniture and effects for the accommodation period. All visitors to the apartment or property are the responsibility of the main guest(s) on the booking.
2.5 As soon as your confirmation and/or invoice are received, please check the details carefully. If anything is not correct you should tell us immediately. However, 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, or if your arrival date is within 7 days of booking, no later than 24 hours prior to your arrival date.
2.6 Your booking is made as a consumer, and you acknowledge that no liability can be accepted for any losses suffered or incurred by you.

3. **Agreement for Occupation**

3.1 A payment method and ID will be required before you check-in.

3.2 You may arrive at your accommodation after 3pm (*except if it is stated differently*) on the start day of your booking and, unless otherwise agreed, you must leave by 10am on the last day of your booking. If you fail to arrive by midnight on the day of arrival and do not advise us of a late arrival, we may treat the booking as being cancelled by you and you will be charged the full amount of your booking.

3.3 If you want to increase your length of stay then we will do everything possible subject to availability of accommodation to find something suitable for you. It must be borne in mind that this may not always be possible.

3.4 If the number of people permitted to occupy a property is exceeded (*which would be in breach of Health and Safety Regulations*) we reserve the right to move excess occupants and charge for additional apartments or require the excess occupants to vacate the property. Where this is not possible, we will ask excessive guests to leave the accommodation.

4. **Special Requests**

We will endeavour to do everything we can to help guests with special requirements. Please ensure we are made aware of any special request in writing, at the time of booking so we can help you select the most suitable apartment for your needs. Please note however that although we endeavour to meet any reasonable requests no guarantees can be given that requests will be met. Conditional bookings cannot be accepted ie. Any booking which is specified to be conditional on the fulfilment of a particular request.

5. **Group Bookings**

We consider a group to be two apartments/8 or more guests being booked together in the same city for similar dates. Special conditions may apply, and these will be advised at the time of booking. Cancellation charges may also differ to those in clause 9 and will be advised at the time of booking.

6. **Payment**

6.1 Payment should be made in pound sterling using the following methods. (Please note that charges may apply)

- Credit/Debit Card
- Bank Transfer
- Paypal

6.2 Payment in full is required at 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 bookings made. Any deposits paid will be forfeited.

6.3 Cleared funds must be received no later than 2 working days before the arrival date in full. All prices advised to you are inclusive of booking fees and charges except if it is stated otherwise.

6.4 If the client fails to pay the managing agent any sums payable under this agreement when due, the client will pay the managing agent, on demand, interest on the unpaid sum in accordance with the

Late Payment of Commercial Debts (*Interest*) Act 1998 (*as amended*) from the date payment is due until the managing agent receives payment in full cleared funds both before and after any judgement.

7. Security Deposit

A Security Deposit to cover "additional charges" (see clause 12.0), 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.

8. Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking or a security deposit paid 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. If payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest directly for these charges.

9. **Pricing**

The rates we advertise are to the best of our knowledge correct at the date of publication, but we reserve the right to change the rates at any time. 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 at the time of booking.

10. **Amendments & Cancellation**

All requests for amendments and cancellations must be made in writing directly to us. (Accordingly, if your booking is not amended or cancelled through us you will be liable to pay us the full amount of the booking).

10.1 **Amendments**

If you wish to amend your confirmed booking, we will do our best to make the changes. Amendments to the arrival date to later than the original date confirmed must be made in accordance with our cancellation policy under Clause 9.3 and 9.4. All changes of date are subject to availability. Should any change be rejected, the original booking will be reinstated. Name changes or child age changes will not incur any charges or administration fees.

10.2 **Extensions**

If you wish to extend your 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.

10.3 **Cancellations**

Our cancellation policy is set out below. The specific cancellation policy should be requested at the time of booking and will be stated on the confirmation.

10.3.1 Any cancellation must be notified to us in writing. The day we receive your written notification of cancellation is the date on which your booking is cancelled.

10.3.2 Blok Property Management reserves the right to treat an early departure or reduction in the number of nights or apartments booked as a cancellation and apartments may be re-let and cancellation charges will apply.

10.3.3 Non-arrivals will be treated as a late cancellation, and you will not be entitled to any refunds.

10.3.4 The managing agent may, at its own discretion, waive its rights to cancellation fees.

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

10.4.1 If cancelled or modified up to 7 days before the date of arrival, no fee will be charged.

10.4.2 If cancelled or modified later or in case of no-show, the total price of the reservation will be charged.

10.4.3 For group bookings the cancellation is 7 working days' notice per apartment booked. If three apartments are booked, our notification period is therefore 21 working days, etc.

10.5 **Cancellation or Changes to your booking by us**

9.5.1 In the unlikely event we must cancel or make a change to your accommodation we will use all reasonable efforts to contact you as soon as possible to explain what has happened and to inform you of the cancellation or the change. If possible, we will offer alternatives, but should these alternatives be unacceptable to you the booking will be treated as cancelled and we will refund any money you have paid to us within 7 days of any cancellation.

9.5.2 We shall not be liable for changes, cancellations or any other effect on your booking due to events beyond our control (*force majeure*). In these Conditions "force majeure" means any event or consequences thereof which could not have been reasonably avoided, by us even with the exercise of all due care. Such events may include war or threat of war, civil strife, terrorist activity, industrial dispute, natural or manmade disaster, fire, adverse weather conditions and all similar events outside our control.

11. **Death, Personal Injury or Loss of Property**

11.1 We shall have no liability to you for the death or personal injury to you or any members of your party unless these result from an act or omission on our part. Unless negligence by the Operator is established by an independent body or a Court of law, the Operator will not be held liable for injury to person, loss of, or damage to any property of any Customer or person staying at or visiting the property and or its general facilities and area.

11.2 Any guest using their own electrical appliances (*hairdryers, curlers, tongs, shavers, personal computers, personal stereos etc*) must be within fire safety regulations and must be used with the appropriate adaptor. Non-UK plugs used without the appropriate adaptor/transformer are a serious fire risk. Please ensure that all heated appliances are switched off and stored safely before sleeping at

night and leaving the accommodation. Guests found to be in breach of this rule may be asked to leave with immediate effect.

11.3 You must take all necessary steps to safeguard your personal property and we accept no liability to you in respect of damage to, or loss of, such property unless caused by negligence on our part. Therefore, you are advised to ensure you have appropriate insurances in place.

11.4 Cars and their contents are parked at the owners' risk. Please ensure that cars are locked, and possessions are left out of sight.

11.5 Property left in the accommodation will be kept for 30 days after departure or forwarded at the guest's expense. After this period any belongings left behind will be disposed of or passed onto a local charity. email info@blokpropertymanagement.co.uk for any enquiries relating to lost property.

11.6 Personal belongings kept in the safes where provided, are done so at the Customers risk and the Operator does not take responsibility for any loss or theft. We strongly recommend that guests make their own arrangements for travel & motor insurances to cover any such losses.

12. Your Accommodation

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.

12.1 Arriving and Departing

12.1.1 Apartments are available from 3pm on the day of arrival to 10am on the day of departure. Early arrival or late departure may be available for an additional charge but cannot be guaranteed unless booked from the night before arrival or for the night after departure.

12.1.2 The procedure for departure will be confirmed at least 24 hours prior to departure

day. **12.2 Access to your Apartment**

12.2.1 Key collection details will be provided to you (via your booker where applicable) prior to arrival. Our apartments do not have reception, therefore it is mandatory to tell us the date and time of your arrival so that we may arrange a personal meet & greet or self service check in. It is essential that you have this information with you on arrival and, where notified, contact us in advance to confirm the arrival procedure.

12.2.2 Unless otherwise agreed, the owners will issue to the client or guest(s) one set of keys or fobs to the property. If at any time the client or guest loses the keys/fobs, they must notify us as soon as possible and we will instruct a locksmith to change the lock(s)/key(s) and charge the client or guest up to £200.

12.2.3 If the guest(s) lock themselves out of the property and require the owner's assistance to re-enter the property, we reserve the right to charge a call out charge of up to £100.

12.2.4 It is your responsibility to ensure that all keys/fobs are returned at the end of your stay, as per the instructions provided. An additional charge will be made for any replacements required due to lost or forgotten keys.

13. **Facilities and Services**

The following information applies to all Blok Property Management operated apartments and properties.

13.1 Cleaning

No daily housekeeping service is provided – While linens and bath towels are included in the property, daily maid service is not included in the rental rate. However, daily or weekly housekeeping is available at an additional cost (*subject to availability*). We do not permit towels or linens to be taken from the property. If this is the case you will be charged for any missing towels or linen.

13.2 **Maintenance**

The managing agent will retain keys/fobs to the properties and will access the properties to provide the services set out in the agreement and any necessary routine or essential maintenance. We are entitled to inspect the property and carry out repairs to the structure, roof, exterior or any services, appliances or equipment therein. We reserve the right to enter the property at any reasonable time during your stay for essential maintenance or if we suspect damage has been caused. We will make reasonable efforts to contact you at least 24 hours before entering the property except in the event of an emergency when immediate access is required.

13.3 **Maintenance Call-Outs**

Should a guest(s) report that a service or an appliance is faulty and subsequent inspection confirms that the appliance was not faulty, but was not being operated properly by the guest(s), and where usage instructions have been provided, we reserve the right to charge the guest for the maintenance call out fee of £100.

13.4 **Internet**

13.4.1 Wireless Broadband Internet is usually available at our accommodation, however, the owners and managing agent will not be liable for loss of this service due to connection, environmental or human error and no support service is available. For this reason, wireless broadband internet is not a contractual provision. The managing agent does not assume any responsibility for any damage to your computer or the data contained on it, nor the security of any data transferred over the internet. Guests are responsible for the protection of their computers from loss of data, unauthorised access or viruses.

13.4.2 Information about internet access will be provided at the time of booking and on arrival.

13.4.3 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). Blok Property Management reserves the right to pass on any record to the authorities should we be made aware of any such use. We reserve the right to disconnect a guest at any time without notice if, in Blok Property Management's opinion they breach any of these terms and conditions.

13.5 **Telephones**

No telephones are provided in any of our properties..

13.6 **Services**

We cannot be held responsible for any failure or interruption to services at the accommodation, for example, gas, water and electricity, or for any damage, disturbance or noise caused as a result of maintenance work being carried out in any part of the building.

13.7 **Management Services**

Our Management team is available to ensure your stay is as comfortable and enjoyable as possible. Contact details and working hours are made available on arrival.

14. **Client's Obligations**

14.1 The client will guarantee that any guest will: -

14.2 Not keep or feed any pets, animals, insects, birds or reptiles in the property. Some of our properties do allow 1 small dog if prior arrangements are made at time of booking. Additional charges do apply for this and will be confirmed at time of booking.

14.3 When guests with small children occupy the property, the guest undertakes to provide all suitable childproofing safety equipment and appropriate travel sleeping arrangement.

14.4 Not to do or permit any act that would make any insurance policy on the property void or voidable or increase the premium.

14.5 Not to do anything that may cause a nuisance or annoyance to the owners or to any other occupier or guest(s) of adjoining properties or do anything at the property that is illegal or immoral. Noise disturbance after 10pm and before 7am can be reported to the local Council and reports or complaints to us within these times will result in you being asked to leave the accommodation with immediate effect. Some properties are located in residential areas and we would ask you to please respect our guests and residents in relation to noise. As such, we do not allow any kind of parties.

14.6 Ensure that at the end of this agreement the accommodation is cleared of the guest's belongings with no damage or breakages and left in a tidy condition. Any additional cleaning cost for carpets, sofa's, beds, walls will also be charged to the person responsible for the accommodation.

14.7 Use the Property for accommodation purposes only and not for any business

use. 14.8 Not make any alterations to the property.

14.9 Indemnify and keep the owners fully and effectively indemnified against all losses, claims, demands, actions, proceedings, damages, costs of expenses or other liability or right arising in any way from this agreement.

14.10 Not assign, underlet, sub-licence, charge or part with possession of the whole or any part of the property, take in lodgers or share occupation of the property with any person in any way.

14.11 Not sell, loan, charge or otherwise dispose of or part with possession of any of the contents located at the property including without limitation the owners' furniture and effects.

14.12 Not hang on the outside of the property any flower pot or similar object or any clothes or other articles.For properties with balconies no furniture from within the apartment or clothes airers should be taken onto the balcony.

14.13 Not block or put noxious or damaging substances into the sinks, baths and lavatory cisterns or waste or soil pipes in the property or allow them to overflow.

14.14 Dispose of all toiletries, nappies, baby wipes and other sanitisers in the bin and not in the

toilet. 14.15 All windows must be closed when not in the accommodation or during bad weather.

14.16 To take all reasonable precautions to prevent condensation by keeping the Property adequately ventilated and heated. Extractor fans located in the bathrooms and en-suites must be switched on within use to prevent damage to the accommodation and coverings must not be removed.

14.17 Not change any lock(s) to the property or have any duplicate key(s) made.

14.18 To report any plumbing, electrical or general problem to the owners as soon as is practicably possible and to desist from attempting to remedy such problem on their own.Smoke alarms and carbon monoxide alarms must not be covered or removed under any circumstances.

14.19 To maintain properly insured to their full replacement value all of the client's and or guest's personal property which is kept either at the property or on the guest's personally.

14.20 To use all equipment provided at the Property strictly in accordance with its operating instructions and not for any purpose other than its intended use.

14.21 Not to leave or store any valuable personal possessions anywhere in the property where they can be easily viewed by third parties. Any losses or breakages of your possessions are your responsibility and we advise all guests to have contents insurance on for their possessions.

14.22 Not to play ball games inside or within the grounds of the apartment.

14.23 To ensure that the number of people occupying the property does not at any time exceed the maximum number of permitted occupants as set out in your booking of the relevant property.

14.24 To use any cleaning products, liquids, tablets strictly in accordance with their usage instructions and to ensure that such products are kept out of reach of children. The managing agent accepts no liability for mis-use of products supplied.

14.25 Not to install any portable cooking appliances, camping stoves or similar items in the accommodation.

14.26 Not blocking any fire exits or entrances with bags or belongings. All possible fire exits must be kept clear for your safety at all times.

14.27 The Business use of any kind within Blok Property Management's accommodation without the consent of Blok Property Management is expressly forbidden.

14.28 Blok Property Management grants the use of its property solely for appropriate, legal, personal use.

15. **Additional Charges**

15.1 As a guide additional charges include but are not limited to the following: Breakage, loss or damage to the property or any of its contents

Cleaning, specialist treatment charges where more than routine cleaning is required or smoking has occurred within the property.

Lost keys or fobs

Call out charges

VAT and local taxes are payable on all additional charges and where the level of 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 7 above.

15.2 Blok Property Management operates a strict No-Party policy. The maximum number of people per property should not be exceeded and noise levels must not cause a disturbance to other guests or neighbours. Additional charges will be levied on a Customer's account if there is evidence of a party having taken place.

15.3 Blok Property Management expressly forbids entry to its property to any persons other than those listed under the relevant booking.

15.4 We require a valid address matching your payment method and a copy of a picture ID to confirm your identity. If you cannot send this proof to us we have the right to cancel any booking before check-in.

15.5 Anyone found using or under the influence of illegal drugs or substances classified under the Misuse of Drugs act (1971) will be reported to the police and asked to leave the premises. Any evidence or suspicion of drug use on our premises will also be reported immediately to the police.

15.6 Falsified Bookings – Any booking obtained under false pretences will be subject to forfeiture of advance payment, deposit and or rental money, and the party will not be permitted to check in.

16. **Health and Safety**

We take the health and safety of all our guests seriously. On arrival you should familiarise yourself with the layout of the property and any health and safety procedures detailed within the property.

16.1 Guests should keep the accommodation free of hazardous objects at all times and not to leave it in a condition that would make it unsafe for our housekeepers, staff, guests or themselves to use.

16.2 By making a booking and staying in one of our accommodations you agree to abide by these terms and conditions.

17. **Quality and Feedback**

At Blok Property Management 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 provide a review on departure. We value this feedback which provides us with useful information on how we can improve our services further.

18. **Complaints**

18.1 In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify us as soon as possible in the first instance and we will do our best to resolve the issue in a timely manner. If you do not give us the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received. 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 at info@blokpropertymanagement.co.uk

18.2 You can also complain to the booking agent you used for your accommodation reservation.

19. **Privacy**

We may use your contact details to tell you about our services and apartments including special offers that we think may be of interest to you. If you do not want us to use your contact information please let us know by email via info@blokpropertymanagement.co.uk All information collected or properly

obtained during the booking process will be processed in accordance with our Data Protection Policy which is incorporated into these conditions. Telephone calls may be monitored and/or recorded as a security measure, to help us to train our staff and improve our service to you.

20. **Website**

20.1 Reasonable care has been taken to ensure that the content of our website (and/or other means 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 but you acknowledge that we cannot check the accuracy of all information provided. 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.

20.2 This website contains material which is owned by or licensed to us. This material includes but is not limited to, the pictures, design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions. Unauthorised use of this website and its material may give rise to a claim for damages and/or be a criminal offence.

21. **Data Protection Policy**

The managing agent is required to gather certain personal data about clients for the purposes of satisfying operational and legal obligations. This personal data will be subject to the appropriate legal safeguards as specified in the Data Protection Act 1998.

The managing agent fully endorses and adheres to the eight principles of the Data Protection Act. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data.

22. **Termination of this Agreement**

This agreement may be ended by the managing agent without notice: -

22.1 If the accommodation fee is not paid on the payment day or if the client is in breach of any of the conditions.

22.2 The managing agent may also terminate this agreement at any time by giving the client written notice.

22.3 The client will at the end of the accommodation period return to the managing agent all keys to the property and give the managing agent vacant possession of the property.

23. **General**

We reserve the right to amend these terms and conditions at any time. Should guests be in breach of any of the conditions stated in this agreement, we reserve the right to terminate the agreement and request that guests vacate the property immediately.

24. **Law**

These conditions and terms of contract and all matters arising therefrom are subject to the law of Scotland and in the event of any dispute; you will be subject to the exclusive jurisdiction of the courts of Scotland.

25. **Your Rights**

Your statutory rights are not affected by anything contained within these Terms and Conditions of Hire.

26. **Interpretation**

In this Agreement, the following words and phrases shall have the following meanings unless the context otherwise requires:

"Managing agent" "Us" or "We" refers to Blok Property Management offering accommodation on behalf of the property owners.

"Client" is the person who arranges the accommodation – they could also be the guest.

"Guest" is the person who resides at the accommodation including all adult members of your party – they could also be the client.

"Agreement" means this agreement;

"Accommodation or Apartment or Property" – is an accommodation, apartment, property, managed by Blok Property Management on behalf of the Owner(s)

"Booking" means an offer from you to us to hire one of our accommodations on the terms of this agreement following your provision of sufficient information to enable us to complete our telephone or Website provisional booking process.

"Fee" is the rental for the accommodation and inclusive services which is payable in advance.

"Furniture and Appliances" means such furniture and appliances usually found within the accommodation and any other items, which we agree to provide.

"Inclusive Services" means housekeeping service once per week, linen and towel change once per week, use of electricity, gas, water, sewerage, council tax, TV licence.

The term **"Serviced Apartment"** means the following: – A fully furnished and equipped apartment, accessed by corridors, stairwells and any common part of the building, inclusive of gas, electricity, water, drainage and sewerage, Council Tax, TV licence, cleaning and linen service.