



URBAN FLATS TORONTO TERMS AND CONDITIONS

Booking: government issued photo ID, copy of valid credit card on file (front and back), name(s) of all guests staying in the apartment.

Security deposit: \$500 applicable to all reservations without a valid credit card on file

Payment schedule: a \$500 reservation deposit is payable at booking; the balance of the first month's rent (1 month = 30 days) is due 2 weeks prior to check-in ("Due date"). All future full/partial months are due in 30-day increments from the initial "Due date" until check-out.

Payment methods: all major credit cards, PayPal, Interac e-transfers or direct deposit.

Cancellation: written notice provided 30 days prior to check-in will incur a \$250 fee +13% HST. Written notice provided within 30 days of check-in will incur a fee of \$1,000 + 13% HST. Early departure does not qualify for any refund on any unused days. The security deposit, where applicable, will be refunded within 10 days of departure after the inspection of the apartment has been completed (some exceptions may apply).

In extreme circumstances, we may find it necessary to cancel a reservation and if so, we shall make all practical efforts to offer a comparable alternative. If this is not acceptable, then we will refund any sum paid in advance which shall constitute full and final settlement of any liability we may have as a result of such cancellation. **We do not guarantee any extensions.**

Minimum Stay: 30 consecutive nights

Early notice to vacate: 14 nights advance notice in writing; initial stay must be 30 nights

Standard check-in: 4pm or later

Standard check-out: 10am or earlier

Early or late check-in/out may be possible, subject to availability. Arrangements must be made **PRIOR TO ARRIVAL OR DEPARTURE** and a fee may apply. All changes to check-in/out must be immediately reported to our office for confirmation as special arrangements may be necessary concerning the exchange of keys and scheduling of housekeeping. A delay in check-out may result in the charge of a full night's rental and housekeeping fees.

Guests are responsible for the overall cleanliness and condition of the interior of the apartment during their stay. The security deposit will be refunded after departure provided that all rental conditions are met, including but not limited to: property and contents are left reasonably clean and without damage, dirty dishes are loaded into dishwasher, there is no excessive laundry, garbage is properly disposed of, furniture is left in original location and all keys/access devices are returned. Guest shall be liable for all damages to premises and for all replacement or repairs that are outside of what is considered normal wear and tear and the guest authorizes us to charge such said costs along with any incidental charges incurred during their stay (ie phone & TV usage, late check-out, lost keys, etc...)

Services included:

- Local phone, TV with premium channel package and unlimited wireless internet
- Housekeeping service every 2 weeks with laundering of bed and bath linens. (30-day rental will receive one service mid-stay). Guests are responsible for all personal laundry.

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- Access to all condominium amenities (some may be subject to fees)
- All utilities (electricity, water – reasonable residential use implied)
- Appliances, including air conditioning, cannot be guaranteed. In the event of a malfunction, repairs will be completed as quickly as possible. There is no guarantee that a repair may be made immediately or that service personnel may be immediately available to complete the repair.
- No refunds or credits will be given for malfunctioning equipment, appliances, electronics, and loss of public utility or for Acts of God, government or for weather.

Conduct: Guests must conduct themselves and require other persons on the premises with their consent to conduct themselves in a manner that will not disturb the neighbour's peaceful enjoyment of their premises and respect all building rules and regulations. Any complaints from neighbours regarding excessive noise, smoking or other nuisances may be cause for immediate termination of the rental agreement and forfeiture of the guest's security deposits and rents. Guests shall not perpetrate, allow or suffer any acts or omissions contrary to law or ordinance to be carried on upon the leased premises or in any common area. Penalty is immediate termination of residency with no refunds.

No smoking: All of our suites are strictly **NON-SMOKING**. Smoking is only permitted on the balcony; all windows/doors must be closed and butts must be disposed of safely. Penalty for non-compliance is a minimum charge of \$500. EXCEPTION: all properties at 20 Blue Jays Way where smoking is banned throughout the building including on balconies.

Pets: No pets are allowed without a signed Pet Agreement and payment of the pet fee. Penalty for non-declared pets may result in immediate termination of residency with no claim to any compensation or refund of rent. Size and breed restrictions apply.

Keys: Guests are responsible for maintaining assigned keys and access devices. **ONLY REGISTERED GUESTS** are permitted to hold said keys/devices. In the event of a lock out, the Guest may contact us for alternate entry. We will strive to resolve the problem promptly; however, we will not be responsible for letting guest into the unit after hours or on weekends. Any charges for re-keying the unit incurred by the Guest will not be refunded and four (4) copies of the new key must be provided to us. There is a minimum charge of \$100 charge per lost key and \$150 per lost building/garage access device.

Liability: The Guest(s) agree to indemnify us against loss, injury, damage, cost, action or cause of action of any nature whatsoever caused by any of the Guest(s), permitted occupant(s) or of any person they invite into the apartment. We are not liable in any way for any lost, damaged or stolen items of the Guest(s) used or contained in the apartment during the Guest(s) stay or left in the apartment once the Guest(s) has vacated.

Right of Access: We or our authorized agents may at any time access the apartment for the purpose of inspection (i.e. insurance, mortgage or real estate viewings) and to carry out repair or maintenance work. We will make every effort to give advance notice to the Guest(s).

Our terms and conditions do not affect consumer statutory rights.