

1. BOOKING CONFIRMATION

Bookings are only guaranteed after full payment, including any administration fee, has been made. Londonist DMC Ltd. reserves the right to cancel any booking where payment has not been received by the due date which is 2 weeks before the arrival of students.

2. PAYMENTS AND BANK CHARGES

2.1 All payments must be made in pounds sterling (GBP) as all our payments are invoiced in UK pound sterling.

2.2 All the outstanding amounts of money must be paid 21 days after the invoice date or 2 weeks before guests' proposed move-in date, whichever is the sooner. All late reservation requests will require payment in full prior to arrival.

2.4 We will not pay for any bank charges. This also applies to any refunds payable to the guest. Refunds will be made in the same method that the payment was received and will be at our discretion.

2.5 For international bank transfers, please add the remittance charges to your payment to cover all bank charges in the UK or 3% if you are paying by credit card. It is important that when making payments to us, you consult your bank with regards to any charges in your country that may be applicable. We will not cover the bank charges from your country.

3. ADDITIONAL FEES APPLIED

3.1 Additional charges such as booking fee and bedding pack will apply; other room essentials such as kitchen pack may apply as optionals requested by the students.

3.2 Londonist DMC obliges the residents to pay a refundable 250 GBP deposit prior to their arrival and to secure their accommodation. Upon departure, the 250 GBP deposit will be refunded back to the student provided that no damages have been incurred during their stay.

4. ARRIVAL

We must be notified of the arrival time at least two working days before arrival in the UK otherwise we cannot guarantee that there will be a host at hall's reception, nor will we be held responsible for any expenses incurred because of this.

5. MOVEMENT OF GUESTS

We reserve the right to move a guest from their accommodation or refuse to accommodate any guest should their behaviour be deemed unacceptable. Any student will be responsible for acting by the rules of the accommodation where the student is staying.

6. GUEST COMPLAINTS

6.1 We will seek alternative accommodation for any guest unsatisfied with their accommodation. In this Case, 1-week notice must be given to us to find an alternative suitable accommodation for the student. Students will be responsible for any cancellations or accommodation replacement charges which is usually 2-week time cost of stay.

6.2 We will not be responsible for the payment of fees for hotel stays or accommodation not booked by us in case you choose not to stay in the booked accommodation, for any reason.

7. GUESTS CHOOSING TO LEAVE EARLY

For any guest wishing to leave their room early after arrival, there will be no refund available.

8. GUESTS CHOOSING TO EXTEND THEIR STAY

8.1 Should a guest wish to extend their stay, we must be given at least 2-week notice. Extensions are subject to availability. If an extension is not possible, we will endeavour to find a similar alternative accommodation.

8.2 All revisions and extensions to a guest's stay must come through us directly.

9. CANCELLATIONS

9.1 Non-Visa Refusal: In residential accommodations, before the arrival of students, with 2-week or more notice given to us, there will be no charge except for the booking fee. For cancellations requested less than 2 weeks prior to the accommodation start date, the student won't be eligible for any refund.

9.2 Visa Refusal: In residential accommodation, if less than 1-week notice given to us, there will be 1-week accommodation charge plus booking fee. More than 1 week before the arrival there is no cancellation to be charged.

9.3 If a guest has been refused entry into the UK, we must receive a copy of their visa refusal letter from the British Embassy within 15 days of it being issued if any refund is to be awarded. In such cases, we will not refund (if applicable) the booking fee and 1st week of accommodation fee as a no show cost. Failure to send us a copy of the Visa refusal letter in time will mean for the guest to incur the Non-Visa Refusal cancellation charges above.

9.4 For all "no-shows", the guest will incur the Non-Visa Refusal cancellation charges above. A "no-show" occurs when a student or guest fails to arrive at the residential accommodation on the confirmed arrival date without previous notification to us.

9.5 Cancellation requests must be received during office hours, which are from 09.00 – 18.00 (GMT) Monday to Friday. Saturdays, Sundays and national holidays (including the days between Christmas and New Year) are excluded.

9.6 Bookings can only be amended and cancelled prior to the above stated dates. After the beginning of the tenancy, cancellation policy no longer applies, and any outstanding fees must be paid in full regardless of any circumstances.

10. GENERAL

10.1 We strongly advise all guests to take out travel insurance to cover matters concerning personal injuries and loss or damage of personal items.

11. PAYMENTS AND COMMISSIONS

11.1 Londonist DMC Ltd offers net and gross prices; gross prices, to be provided for students and the net prices to be provided only to the appointed agencies.

11.2 On finding a potential tenant who is accepted by the Londonist management, and if the prospective tenant accepts and enters into a tenancy agreement, the Agent shall be entitled to a commission.

11.3 The Agent's commission in respect of a new booking shall be due at the commencement of that booking and is applicable for bookings starting from 4 weeks upwards.

11.4 The commission payable to the Agent in respect of arranging the tenancy shall be 10 GBP per week per student, independently of the total rent.

11.5 Wherever a tenant who was introduced to the property by the Agent agrees to renew or extend the tenancy, the Agent will not be entitled to any commission.

11.6 Londonist DMC Ltd is to receive the payment in gross amount which is to be transferred by the agencies on behalf of students. The agency is responsible to provide the invoice for the commission amount which is processed by our finance team in due course after the payment's being completed.

Londonist Limited

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LONDONIST DMC member of



ENGLISHUK
member



Londonist DMC Ltd Terms & Conditions

Signed for and on Behalf of LONDONIST DMC LTD:

Full Name: _____

Title: _____

Date: _____

Signed for and on Behalf of The Agency:

Full Name: _____

Title: _____

Date: _____

Witness 1:

Full Name: _____

Title: _____

Date: _____

Witness 2:

Full Name: _____

Title: _____

Date: _____

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