



1. Definitions

Apartment means Westport Serviced Apartments located at 138 West Marketgait, Dundee, DD1 1NJ;
Building means 138 West Marketgait, Dundee, DD1 1NJ; Customer means the registered occupier of the Apartment with whom Westport Serviced Apartments have a contract; Guest means someone other than the Customer who is staying at the Apartment as a guest of the Customer.

2. Allocation of Apartment

The Apartment will be allocated on arrival. Requests for specific Apartments will be honoured if possible.

3. Check in / out

Check in is from 15:00pm on the day of arrival. A registration card is to be signed on arrival with names and addresses of all Customers. Check out is by 11:00am on the date of departure. Late departure must be agreed in advance with a member of the reception team and will be subject to availability and on payment of the following fees:

- a) Departure between 11:00am and 13:00pm – £20 per hour or part thereof
- b) Departure after 13:00pm – 1 night's charge

Luggage will be stored in reception free of charge during reception hours on the day of departure subject to availability of storage space. We accept no liability for the storage of luggage.

4. Guarantee of Bookings

A credit card number is required to guarantee all bookings and will be stored securely in our system through secure trading. If this guarantee has not been successfully processed the management reserve the right to cancel reservations though every effort will be made to attempt to contact customers prior to cancellation and it the responsibility of the customer to ensure correct contact details are supplied.

5. Cancellation policy

Unless the reservation is made on a rate plan for a non-refundable booking, the following cancellation policy will apply:

Bookings of 1 – 6 nights:	Bookings can be cancelled free of charge up to 12:00pm on the day before arrival. After 12:00pm on the day before arrival, a charge of 1 night will be made.
Bookings of 7 – 28 nights:	Bookings can be cancelled free of charge up to 8 days' prior to arrival. 7 days and less prior to arrival, a charge of 7 nights' will be made.
Bookings of 29 nights +:	Bookings can be cancelled free of charge up to 15 days' prior to arrival. Between 14 days and 8 days prior to arrival, a charge equal to 14 nights' will be made. 7 days and less prior to arrival, a charge equal to 28 nights will be made.
Group Bookings:	When multiple rooms are reserved the sum of the total room nights will dictate which of the above policies applies.

The above charges will be made in addition to any extras that have been added to the reservation.

6. Payment Terms

Where bookings are made on terms where the booking is not cancellable, payment will be taken at the time of booking.

Where bookings are made on terms where the reservation can be cancelled up to a set period before arrival, payment will be taken when the cancellation period has expired.

For stays of 29 nights or more, payment may be made by arrangement on a rolling weekly rent paid 1 week in advance. Management reserve the final decision on all credit terms.



7. Deposit

On arrival, a security deposit of £50 per person will be taken to cover any damages, breakages and any other payments due under these Terms and Conditions. Westport Serviced Apartments reserve the right to deduct payments under this Condition from any credit card pre-authorised from any member of the group. Security deposits will be fully refunded upon inspection of vacated apartments providing no breach of terms has occurred.

8. Damage Liability

It is expected that Apartments are left in a clean and tidy order. The Customer is responsible for any damage to the Apartment and its contents during their stay which has occurred due to negligence or omission. Any damage must be reported to us without delay.

If a Customer leaves the Apartment in a condition that makes the Apartment unfit for occupation, the Customer will be charged for lost revenue, being a minimum of the nightly rate paid by the Customer, together with any additional costs incurred. Such cost for making right any damage caused will be deducted from the credit card of the Customer within 24 hours following discovery of the damage.

The Customer will be provided with a set of keys or key card for the Apartment. All keys / key cards must be returned upon departure. Failure to return keys / key cards on departure will incur a charge of £50.

Customers are advised that Westport Serviced Apartments will not be responsible for any loss or damage to any personal goods or belongings kept at the Apartments.

A maximum of 2 Guests (in addition to the Customers) are allowed in an Apartment up to 11:00pm Sunday to Thursday and 12:00am Friday and Saturday. Guests must be checked in and out with the concierges. If a Guest stays beyond these times a charge equal to £100 + VAT per Guest will be charged to the Customer. We reserve the right to refuse entry to Guests.

As a general rule, no pets of any kind, are allowed in the Apartment, however, this rule is subject to change by management.

9. Behaviour

Where a Customer or their Guest's behaviour is deemed to be inappropriate or likely to cause offence or disturbance to other persons within the Building, then we reserve the right to refuse access to the Building or require the Customer and their Guests to vacate the Apartment. No refund of any deposit or payment for accommodation will be made.

10. Restrictions on stay

No smoking is allowed in any Apartment or communal area within the Building. Customers will be charged £150 for deep cleaning of Apartments where this Condition is breached.

The maximum occupancy of the Apartments is 2 people per bedroom unless advance arrangements are made for "Z-beds" to be provided at an additional cost for children less than 12 years of age, or cots (free of charge) for children less than 3 years of age.

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We reserve the right to refuse entry to Guests.

For the safety and comfort of all our staff and guests we unfortunately do not accept stag/hen parties /large same sex party bookings or multiple apartment bookings resulting in people gathering in one apartment for a party. This may result in your booking being declined on check in without monies being refunded as per our terms and conditions.

As a general rule, no pets of any kind, are allowed in the Apartment, however, this rule is subject to change by management.

Under the Hotel Proprietors Act persons under the age of 18 must be accompanied by an adult i.e. someone 18 or over.



11. Reservations

In the unlikely event that we find ourselves unable to accommodate your booking, Westport Serviced Apartments reserves the right to out-book your reservation to an alternate accommodation provider of similar standard.

All reservations are at the discretion of management and Westport Serviced Apartments reserves the right to refuse and reservation.

12. Governing law

The Terms of the Contract between Westport Serviced Apartments and the Customer will be governed by and construed in accordance with the Laws of Scotland. Westport Serviced Apartments and the Customer hereby submit to the exclusive jurisdiction of the Sheriff Court of Dundee and consent to the registration of these presents for preservation and execution.