

Terms & Conditions

Apartments Middlesbrough Terms & Conditions

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Product

All prices, special offers, apartments and dates are subject to availability. All prices are given in real time in British Pound. The prices might at any time and without notice increase or decrease. All confirmed bookings will not be affected by any price fluctuation. Apartments Middlesbrough cannot guarantee the length of a price or a special offer. Should our allocation of rooms become sold out or the special offer runs out before the expiry date, Apartments Middlesbrough will no longer be able to offer it to its clients. Any offer or price of which validity has expired and/or availability runs out will become not available, no longer bookable and will be removed from ApartmentsMiddlesbrough.com without prior notice.

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RESERVATION TERMS & CONDITIONS

GENERAL CANCELLATION POLICY

The cancellation and amendment deadline is 3 working days (Monday to Friday) prior to the arrival date by mid-day (12:00) GMT.

Any reservation cancelled prior to the stated deadline will incur only a £25 processing fee. This amount will be deducted from the refund issued the same day of the cancellation and a confirmation of the cancellation will be forwarded to the guests. Please note that all refunds will also incur a 5% (of the total amount originally paid) credit card handling fee charge.

Any reservation amended (amendments include modifying the arrival date and adding or reducing the number of apartments or nights) prior to the stated deadline will incur only a £25 processing fee. This amount will be deducted from any refund issued or added to any extra charge made the same day of the amendment and a confirmation of the amendment will be forwarded to the guests. Please note that all refunds will also incur a 5% (of the total amount originally paid) credit card handling fee charge. Please note that although the length of stay can be extended, there will be no obligation from the property to allocate the same apartment or to apply the same rate. If the duration of the reserved stay is to be shortened, then the applicable tariff for that shorter duration will come into force.

Please note that a change of rate for a shortened or lengthened stay will be applied retrospectively: the new rate will be effective from the original date of arrival.

Any reservation made or arriving within the stated deadline will be non-refundable and non-exchangeable. All reservations made and not used (non-arrival / double bookings) without the reservations being amended or cancelled prior to arrival will also incur a full charge.

BOOKING

we charge 2% on every credit card transaction

BOOKING DEPOSIT

Discretionary surcharge of £20 will apply to single night bookings.

Please note that your credit/debit card will be charged a non-refundable booking deposit as itemised during the booking process. Guests paying cash or debit card will be asked for full prepayment of the balance on arrival and may be asked for a further deposit for charging facilities.

SECURITY

Now that internet and online payments are part of our daily lives, making it secure is our prime concern. Apartments Middlesbrough is taking on a daily basis all the necessary and adequate measures to protect and ensure that our clients personal information and credit card details are at all time secure within our web site and our company.

- How do we protect your personal information

Apartments Middlesbrough provides its customers with a safe and secure online environment. We will make every effort to maintain customer confidentiality when making an online payment.

- Credit Card Fraud Prevention

Apartments Middlesbrough will require card details and charge your card at the time of booking. Because we deal with your cards at Apartments Middlesbrough we take credit card fraud prevention very seriously. Therefore as well as being fully secure (all our pages dealing with private information are 1024bit encrypted) our site also has in place VISA VERIFY: a scheme implemented by Visa and Mastercard, whereupon holders may further protect their cards by registering them with their bank and accompanying online transactions with a password. We strongly recommend all our customers to register for this scheme if they can, as this prevents any type of credit card fraud. Furthermore credit card details are only used at the time of charge and no card details are stored at any time. For all our customers who are not part of this scheme Apartments Middlesbrough may request a written, signed card authorization from the clients or proof of ID.

CONTACT INFORMATION

Any concerns, questions or suggestions that you may have with regards to our policies can be addressed to us.

E-mail at: info@greenlanecapital.co.uk

GENERAL

All the information provided by clients is their responsibility and should be correct at the time of submission. Any changes to the details supplied should be forwarded as soon as possible. Discount City Hotels Ltd is allowed to use its contents in ways, which are consistent with the information, needed to confirm the reservation and are bound by our Privacy Policy

Should a client makes several reservations for the same travel dates in same or different apartment and in result only uses one of them or none of them, the client will be liable for all reservations made and no refund will be given. As guests have direct access on our site to their account, they can view at any time the status of each reservation processed. They can at any time, according to cancellation policies, change or cancel any reservation they do not need. All reservations details and clients names are passed by us to the apartment at the time of making the reservation. As your agent, we recommend that you inform us directly of any amendment or cancellation to your reservation, as we cannot be held responsible for any changes, cancellations or requests made directly with the apartment. Failure to do so will result in invalidation of any responsibility on our behalf as your agent. We require clients to double check all confirmations. It is the client's responsibility to ensure that all details are correct and the confirmation is consistent with the client requirements.

DISCLAIMER

While every effort has been made to ensure the accuracy of all material on this website Apartments Middlesbrough does not accept direct, indirect or consequential liability for loss or damage due any errors or omissions.

GENERAL STATEMENT

Apartments Middlesbrough fully respects your right to privacy, and will not collect any personal information about you on this website without your clear permission. Any personal information, which you volunteer to us, will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 & 2003.

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