TERMS OF SERVICE & RENTAL AGREEMENT

Antra Property Solutions Ltd

Last Updated: August 2026

1. PROPERTY & HOST DETAILS

This Contract sets out the terms upon which **Antra Property Solutions Ltd** ("Antra Property", "we", "us", "our") will provide serviced accommodation. The contract is between the person who is the signatory to this agreement ("you", "Lead Guest") and Antra Property Solutions Ltd.

By making a booking or staying at our accommodation, you confirm that you are **over 21 years of age**, authorized to book on behalf of all guests, and accept these terms for yourself and your entire party.

2. STAY & VERIFICATION REQUIREMENTS

- **Check-In & Check-Out:** Standard check-in and check-out times are specified in your booking confirmation. Early check-in and late check-out are by request only and cannot be guaranteed.
- **Photo Identification:** To comply with legal requirements and for security purposes, the Lead Guest must provide valid photo ID (Passport or Driving Licence) prior to arrival.
- **Non-UK Nationals:** Passport details are required by law and must be provided for each non-UK guest staying at the property.
- **UK and Irish Nationals:** Name and permanent address details must be provided. Additional ID may be requested for verification.
- **Corporate & Contractor Bookings:** Where a booking is made by a company or contractor, the Lead Guest confirms they are authorized to provide guest details on behalf of all occupants.
- **Refusal of Entry:** Failure to provide required identification may result in delay or refusal of check-in, or cancellation of the booking without refund.

3. OCCUPANCY & USE

- **Temporary Licence:** A booking grants a temporary licence to occupy the property for the agreed dates only. No tenancy or permanent rights are created.
- **Guest Capacity:** Only declared guests may stay. Additional guests must be approved in advance.
- **Bed Configurations:** All beds are configured as specified in the property description. Where single rooms set up as twin singles are converted to a King-size bed, a £10 one-off charge per bed applies.

4. PAYMENTS, CHARGES & SECURITY DEPOSIT

- **Processing Fees:** Any card processing fees incurred may be deducted from the damage deposit where applicable.
- **Special Requests:** High chairs, accessibility needs, or celebration requests must be submitted in writing at the time of booking and may be subject to approval and additional charges.
- **Security Deposit:** A security/damage deposit pre-authorization may be required prior to arrival. Deposits are released or refunded within 48 hours of departure, subject to inspection and booking platform terms.
- **Call-Out Fees:** A call-out fee of £25 applies where staff attendance is required due to guest error or complaints.

5. STRICT HOUSE RULES

Breach of house rules may result in immediate termination of the stay without refund. The following fixed charges apply for violations:

- **No Smoking or Vaping:** £500 charge (strictly prohibited inside all properties)
- **Only Pre-Agreed Pets:** £500 charge
- **No Parties or Events:** £500 charge
- **Quiet Hours: 9:30 PM – 7:00 AM** (Guests must respect neighbors)

6. UTILITIES & FAIR USAGE

- Utilities (electricity, gas, water, and Wi-Fi where provided) are included subject to fair usage. Excess usage may be charged at cost.
- The use of high-consumption appliances (portable heaters, EV charging, un-supplied air conditioning units, crypto-mining, commercial laundry equipment) is strictly prohibited unless agreed in writing.
- Meter readings may be taken where required.

7. CLEANING & LINEN POLICY

- Linen is changed between stays, not during the stay unless pre-agreed. Towels are provided and must not be removed from the property.
- Additional cleans or linen changes are available at an extra cost.

Mandatory Cleaning – Long Stays (21+ Nights)

For stays of 21 nights or more, a mandatory professional clean and linen change is required every 14 days. This service is compulsory and cannot be declined or replaced with self-cleaning.

- **6-Bedroom Property:** £230 per clean
- **5-Bedroom Property:** £140 per clean
- **4-Bedroom Property:** £140 per clean
- **3-Bedroom Property:** £100 per clean

8. DEPARTURE REQUIREMENTS

The property must be left tidy and in a reasonable condition. Failure to do so may result in an additional **£50 cleaning charge**.

Before departure, guests are required to:

1. Conduct a final sweep for personal items and ensure rubbish is removed from all rooms.
2. Wash and put away all dishes (or place and run in the dishwasher).
3. Remove all food items from the fridge/freezer and cupboards.

4. Bag and dispose of all rubbish in the provided external bins.
5. Leave used linen and towels neatly piled in bedrooms or bathrooms.
6. Clean toilets, basins, and showers after use.

9. DAMAGE, SAFETY & LIABILITY

- **Guest Responsibility:** Guests are responsible for leaving the property in the condition it was found, for all breakages, damage, excess cleaning, missing items, and the conduct of all visitors.
- **Personal Belongings:** Guests stay at their own risk. Personal belongings are not insured by Antra Property Solutions Ltd.
- **Exclusion of Liability:** We accept no liability for loss, injury, or death, utility outages, noise from neighbors or local works, or failure of local services/amenities.
- **Maintenance Access:** The Owner or Agent reserves the right to access the property for urgent maintenance at their sole discretion.

10. CANCELLATION POLICY

Cancellations must be made in writing by the Lead Guest:

- **Within 48 hours of booking:** Full refund
- **Up to 14 days before arrival:** 50% refund
- **7 days or less before arrival:** No refund *(Non-refundable deposits are excluded from refunds)*.

11. COMPLAINTS

Any issues or complaints must be reported in writing within **24 hours of arrival**. No complaints will be considered after departure.

12. GOVERNING LAW

This Agreement is governed by the laws of **England and Wales** and constitutes the entire agreement between the parties. Any variation must be in writing and signed by both parties.

13. CONTACT INFORMATION

For any inquiries regarding these terms, please contact us:

- **Company:**
  Antra Property Solutions Ltd
- **Email:**
  info@antra-property.co.uk
- **Website:**
  https://www.antra-property.co.uk