



ENQUIRIES +44 (0) 1223 276060

CITYSTAY ... YOUR HOME AWAY

TERMS & CONDITIONS

The following Terms & Conditions apply to all bookings with Citystay whether processed online, via telephone, email, post or in person. Please read them carefully.

PLEASE NOTE THAT IF YOU BOOK ONLINE YOU WILL RECEIVE AN ACKNOWLEDGEMENT EMAIL FROM CITYSTAYUK.

ONCE YOUR PAYMENT IS ACCEPTED YOU WILL ALSO RECEIVE A CONFIRMATION EMAIL FROM PAYPAL.

VAT Reg. No. 941 9227 15

For your records please print and retain a copy of these terms and conditions (PDF)

1. How to book

Methods of booking

I) Online : The simplest and quickest method is to follow our secure online booking system

II) By Telephone: Please call our reservations team on +44 (0)1223 276060

III) By Post: Please write to Citystay Ltd, 20 Bandon Road, Girton, Cambridge CB3 0LU

When booking with Citystay it is deemed that you (and all those named in the booking) have accepted, in full, the following terms and conditions:

Citystay Ltd reserves the right to refuse any booking at its sole discretion.

It remains the responsibility of the person booking to provide accurate information of all relevant guests including names and whether they are adults or minors.

A booking party must include at least one adult.

Proof of identification and date of birth may be required on checking into your apartment and failure to present appropriate identification may result in Citystay cancelling the booking.

On checking in you will be requested to sign a copy of these terms and conditions along with a booking summary.

Once confirmed no booking may be assigned or transferred in whole or part to any third party.

Paying for your booking

All prices quoted are in Great British pounds and are exclusive of VAT. VAT is charged at 17.5% for the first 28 days stay but reduced to 3.5% thereafter. After 28 days VAT is only chargeable on 20% of the accommodation fee - (17.5% of 20). Please note that the full VAT rate (currently 17.5%) has to be added to the cost of any additional services requested during a stay irrespective of the length of stay.

Citystay reserve the right to change rates at any time although rates charged will not be changed once a booking is confirmed with the exception of amendments initiated by you.

Full payment will be taken at the time of the booking.

Citystay regret that it is necessary to charge an additional 3% for the use of American express cards for payment and 2% for most other credit cards. Should you wish to pay by UK debit card or bank transfer no additional fee will be charged.

You will be required to enter the three digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online. This is a measure of fraud prevention.



Confirmation of your booking will be e-mailed to you. Please check the details of your confirmation as soon as you receive it and retain a copy for your reference. Should any of the details be incorrect please contact Citystay immediately and Citystay will endeavor to rectify any inaccuracies straight away.

Although Citystay will also attempt to accommodate any amendments you wish to make to your booking Citystay cannot accept liability for any inaccuracies in information supplied by yourself or any inaccuracies not brought to our attention within five working days of confirmation.

2. Amending your booking

Amendments are subject to availability and to the cancellation terms (see 3). They may, therefore, also be subject to a cancellation fee.

Should you require an amendment to your booking (such as a change of dates or accommodation booked) Citystay will endeavor to accommodate your request but can offer no guarantee of being able to do so. Furthermore Citystay do not accept any liability for any damage, loss, or additional expense incurred by you.

Should your request be to extend your stay, Citystay will again endeavor to meet such a request but can offer no guarantee of doing so. All requests for extensions to a booking period have to be received in writing / e-mail prior to confirmation and an amended booking summary will be e-mailed to you and require signature at or after check in. Citystay would appreciate as much notice as possible (in writing) in order to grant a request for an extension of stay and minimize the risk of another guest booking the apartment.

Once a request to extend a stay has been confirmed Citystay, unless otherwise agreed, reserve the right to take all necessary additional payments from the credit card used to make the original booking.

Citystay also reserve the right to charge an administration fee (up to a maximum of £25 per person) for the amendment of a booking.

3. Cancellations

How you can cancel a booking

All full or part cancellations of a confirmed booking must be made in writing to:

Citystay Ltd, 20 Bandon Road, Girton, Cambridge CB3 0LU

Email is also acceptable although Citystay Ltd does not accept responsibility for delayed or miss directed emails.

Please note that any confirmed booking will only be deemed cancelled from the first working day of Citystays' receipt of notice to cancel.

Cancellations are subject to the following fees:

Notice to cancel received by Citystay Ltd	Fees incurred
More than 28 days prior to arrival date incurs	£29 administration fee only
Between 28 and 21 days prior to arrival date	25% of total fee due
Between 20 days and 7 days prior to arrival date	50% of total fee due
Less than 7 days prior to arrival date	75% of total fee due
Non arrivals	100% of fee due

In the unlikely event that Citystay are unable to accommodate a confirmed booking it may be necessary to offer an alternative of an equal or a superior standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will



notify you as soon as possible, offering an alternative or full refund subject to the cancellation or alteration to your booking being within our reasonable control. See point 11.

4. Checking in and Checking Out

Checking in

Citystay apartments are available for occupation by 15:00 on the day of arrival although this can be flexible with prior notice.

On arrival a member of the Citystay team will meet you at your apartment to help your orientation. They will show you around the apartment, providing any necessary explanations and answering any questions you may have.

You will then be required to sign a booking summary with a copy of these terms and conditions and you will then be left the keys to the apartment for the duration of your stay.

You will also be asked if you would like Citystay to take alternative valid Credit card details to cover any additional charges for services you may wish to receive during your stay. For a comprehensive list of additional services please visit www.citystayuk.com /at your service or see the orientation pack in your apartment.

Checking out

The apartment will be available to you until 10:00 of the morning of your departure. Unless otherwise agreed failure to check out by this time may result in Citystay invoking its reserved right to charge an additional day. Procedures for key return when checking out can be found in the orientation pack pertaining to the apartment. Please note consequences of lost or missing keys in point 5 below.

5. Additional charges

At check in valid Credit card details will be taken and held by Citystay for the duration of your stay.

Your apartment will be checked on your departure and Citystay reserve the right to deduct from this card, without any further notice all amounts chargeable under these conditions including but not limited to breakages, damages, items missing from the itinerary of the apartment, additional services received and charges for further accommodation.

For a comprehensive list of additional services available please visit www.citystayuk.com /at your service or see the orientation pack in your apartment.

Should, on the day of your departure Citystay deem an apartment unfit to re-occupy the person who booked the apartment will be charged compensation for loss of revenue in addition to the costs of any replacements, repair and cleaning necessary. In such cases Citystay will of course provide a full breakdown of damages and related costs.

Any keys not returned to Citystay on departure will incur a charge of £60

Lost keys can be replaced but may also incur a £60 charge plus a call out charge if necessary.

A call out fee of £50 may also be charged in the event of the emergency telephone number being miss-used or abused.

6. Occupancy

All Citystay apartments are occupied as serviced apartments and therefore no rights of tenancy are created by occupancy or by these terms and conditions.

Only those persons booked to stay in the apartment may occupy the apartment.



A member of the Citystay team or our authorized agents may at any time access the apartment for the purpose of inspection, servicing, maintenance or repair.

Occupants are responsible for leaving the apartment, furniture and all equipment clean and tidy at the end of the stay. Failure to do so may incur additional charges; see point 5.

The occupants shall not behave in any way that may jeopardize any part of the insurance held pertaining to the apartment or its contents.

With the exception of normal wear and tear the occupant remains responsible for any damage to the apartment or its contents during the occupancy which has occurred due to willful default, irresponsible behavior or negligence on behalf of an occupant. Such damage requires reporting as soon as possible and may incur retention of your deposit or additional charges. See point 5.

All occupants agree to use of any available internet / broadband service responsibly and not for illegal purposes.

7. Accommodation

Apartments are individual and vary in size. Although Citystay's website is frequently updated and accommodation and location is confirmed in advance (subject to points 2 and 3 of these terms and conditions) exact furnishings cannot be guaranteed, and may vary from images on the website.

All Citystay apartments are furnished to a high standard and include a, fully equipped kitchen with appliances, cutlery, crockery and kitchen utensils. A welcome pack is also provided.

A full inventory of equipment is supplied within the orientation pack and no items may be removed from the apartment.

8. Restrictions

The number of occupants per apartment is restricted to the number of beds provided.

Citystay operate a strict no smoking policy within all its apartments and communal areas.

Pets: Citystay regret that pets, of any kind, are not allowed in the apartments.

Sub-letting or re-letting the apartment is not permitted.

Citystay apartments are to be used for residential purposes only and not for activities that would increase the normal flow of people to and from the apartment or otherwise disturb neighbouring residents.

9. Services

Unless otherwise specified the prices quoted include maid service twice per week, heating, electricity, gas, water, internet connection, digital television, and telephone line rental. Although Citystay Ltd endeavor to provide the very best of services to its guests it cannot be held responsible for any failure or interruption of services to the apartment or the building, including electricity, water, telephone, internet connections, disruption or noise caused as a result of repair works being carried out in another part of the property. However, upon notification by a guest Citystay will endeavor to initiate the maintenance and rectification of the situation or any interrupted service within a reasonable period of time. Should the issue persist, upon notification Citystay will welcome the use of its complaints procedure and at its discretion either offers alternative accommodation or a refund.

10. Feedback

Citystay wish to continually improve its service and therefore value the feedback of its valued guests. Please make use of the guest book in your apartment for your comments on your stay.



In the unlikely event that the service or accommodation offered by Citystay does not meet with your complete satisfaction Citystay would welcome the use of its complaints procedure:

Should you have a complaint please alert a member of the Citystay team as soon as possible.

Should they or another member not be able to resolve the issue within the period of your stay please write to customer care, Citystay Ltd, 20 Bandon Road, Girton, Cambridge CB3 0LU, England or email info@citystayuk.com as soon as possible. Citystay customer care will acknowledge your complaint within 5 working days and attempt to address your concerns.

11. Liability

Citystay Ltd will not be liable for any inadvertent inaccuracies, errors or omissions in any information given by Citystay Ltd as all such information is given in good faith and every reasonable effort is made to ensure accuracy.

Citystay Ltd will not be liable for any theft, loss and or damage to your personal belongings during your stay in the apartment. You are advised that the safety of personal property during your stay, any requirements for passports, any travel arrangements (except where you have booked a collection or chauffeured car with Citystay), requirements pertaining to health issues and any financial requirements of you and your party remain the responsibility of you and your party and you should therefore ensure that you have appropriate travel and personal insurance cover.

Citystay will not be liable for any delay, loss, damage, or expenses incurred in amending or cancelling your booking or Citystay Ltd's failure or delay in performance of its obligations due directly or indirectly to circumstances beyond its reasonable control, which shall include but not be limited to events such as an act of God, war, civil strife, acts of terrorism, labour disputes, natural or man-made disaster, fire flood, and adverse weather conditions.

Nothing in these terms and conditions shall affect your statutory rights, or the liability of Citystay Ltd for death or personal injury caused by negligence on behalf of Citystay Ltd or for fraudulent misrepresentation.

Citystay Ltd will not be liable for actions or omissions of property owners (where property is not fully owned by Citystay Ltd) or of any other third party.

For Corporate bookings

If you are booking for, as or on behalf of a business or business employee, that business shall indemnify Citystay Ltd against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by Citystay Ltd arising out of or in connection with your, or your business', breach or negligent performance or non-performance of these terms and conditions. If you are booking for, as or on behalf of a business or business employee, Citystay's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to Citystay Ltd under your booking.

12. General

Citystay Ltd reserves the right to change these conditions from time to time. Should guests be in breach of any of these conditions, Citystay Ltd reserves the right to request that guests vacate their apartment within 24 hours.

No failure of Citystay Ltd to exercise any rights under these terms and conditions shall operate as a waiver of these rights. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.



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13. Privacy

Please note that by accessing and using this website you are accepting the practices described.

Citystay attribute high priority to your privacy. It follows a data protection policy (available on request) and only that Information about you which is necessary is collected in order to process your booking. This information is not shared with outside parties except where it is necessary to process your booking. Whereas every effort is made to ensure information about you is accurate and secure Citystay Ltd offers no guarantee of the accuracy or security of such information over the internet. Your information is used by Citystay to improve its website, customer service and provide statistical data for Citystay marketing purposes. Cookies (small files used by websites to identify its users) are used by this website but do not contain personal information. It is possible to disable cookies by altering the settings on your computer.

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1. How to book

Methods of booking

I) Online : The simplest and quickest method is to follow our secure online booking system

II) By Telephone: Please call our reservations team on +44 (0)1223 305688

III) By Post: Please write to Citystay Ltd, Falcon House,14 Hertford st, Cambridge , England . CB4 3AG

When booking with Citystay it is deemed that you (and all those named in the booking) have accepted, in full, the following terms and conditions:



Citystay Ltd reserves the right to refuse any booking at its sole discretion.

It remains the responsibility of the person booking to provide accurate information of all relevant guests including names and whether they are adults or minors.

A booking party must include at least one adult.

Proof of identification and date of birth may be required on checking into your apartment and failure to present appropriate identification may result in Citystay cancelling the booking.

On checking in you will be requested to sign a copy of these terms and conditions along with a booking summary.

Once confirmed no booking may be assigned or transferred in whole or part to any third party.

Paying for your booking

All rates are quoted in pounds sterling (GBP), and are not currently subject to VAT. Citystay reserve the right to change rates at any time although rates charged will not be changed once a booking is confirmed with the exception of amendments initiated by you.

Full payment will be taken at the time of the booking.

You will be required to enter the three digit Card Verification Value (CVV) printed on the back of your credit or debit card when making a booking online. This is a measure of fraud prevention.

There is a 2% surcharge for the use of VISA , MasterCard and other credit cards but no surcharge for debit cards. Citystay regret that it is unable to accept American express.

Confirmation of your booking will be e-mailed to you. Please check the details of your confirmation as soon as you receive it and retain a copy for your reference. Should any of the details be incorrect please contact Citystay immediately and Citystay will endeavor to rectify any inaccuracies straight away.

Although Citystay will also attempt to accommodate any amendments you wish to make to your booking Citystay cannot accept liability for any inaccuracies in information supplied by yourself or any inaccuracies not brought to our attention within five working days of confirmation.

2. Amending your booking

Amendments are subject to availability and to the cancellation terms (see 3). They may, therefore, also be subject to a cancellation fee.

Should you require an amendment to your booking (such as a change of dates or accommodation booked) Citystay will endeavor to accommodate your request but



can offer no guarantee of being able to do so. Furthermore Citystay do not accept any liability for any damage, loss, or additional expense incurred.

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Once a request to extend a stay has been confirmed Citystay, unless otherwise agreed, reserve the right to take all necessary additional payments from the credit card used to make the original booking.

Citystay also reserve the right to charge an administration fee (up to a maximum of £25 per person) for the amendment of a booking.

3. Cancellations

How you can cancel a booking

All full or part cancellations of a confirmed booking must be made in writing to:

Citystay Ltd
Falcon House
14 Hertford Street
Cambridge CB4 3AG
United Kingdom

Email is also acceptable although Citystay Ltd does not accept responsibility for delayed or miss directed emails.

Please note that any confirmed booking will only be deemed cancelled from the first working day of Citystays' receipt of notice to cancel.

Cancellations are subject to the following fees:

Notice to cancel received by Citystay Ltd	Fees incurred
More than 28 days prior to arrival date incurs	£29 administration fee only
Between 28 and 21 days prior to arrival date	25% of total fee due
Between 20 days and 7 days prior to arrival date	50% of total fee due
Less than 7 days prior to arrival date	75% of total fee due
Non arrivals	100% of fee due

Cancellations and amendments made by Citystay

In the unlikely event that Citystay are unable to accommodate a confirmed booking it may be necessary to offer an alternative of an equal or a superior



standard. If at any time we need to make changes that will significantly affect your stay or we need to cancel your stay, we will notify you as soon as possible, offering an alternative or full refund subject to the cancellation or alteration to your booking being within our reasonable control. See point 11.

4. Checking in and Checking Out

Checking in

Citystay apartments are available for occupation by 15:00 on the day of arrival although this can be flexible with prior notice.

On arrival a member of the Citystay team will meet you at your apartment to help your orientation. They will show you around the apartment, providing any necessary explanations and answering any questions you may have.

You will then be required to sign a booking summary with a copy of these terms and conditions and you will then be left the keys to the apartment for the duration of your stay.

You will also be asked if you would like Citystay to take alternative valid Credit card details to cover any additional charges for services you may wish to receive during your stay. For a comprehensive list of additional services please visit www.citystayuk.com /at your service or see the orientation pack in your apartment.

Checking out

The apartment will be available to you until 10:00 of the morning of your departure. Unless otherwise agreed failure to check out by this time may result in Citystay invoking it's reserved right to charge an additional day. Procedures for key return when checking out can be found in the orientation pack pertaining to the apartment. Please note consequences of lost or missing keys in point 5 below.

5. Additional charges

A refundable deposit will be taken at the time of booking. Your apartment will be checked on your departure and the deposit will be refunded within a week after the end of your stay except in circumstances where Citystay reserve the right to deduct from this deposit, without any further, notice all amounts chargeable under these conditions including but not limited to breakages, damages, items missing from the itinerary of the apartment, additional services received and charges for further accommodation.

At check in valid Credit card details may be taken and held by Citystay for the duration of your stay to cover charges for any additional services received but not covered by the amount of your deposit. For a comprehensive list of additional services please visit www.citystayuk.com/at your service or see the orientation pack in your apartment.

Should, on the day of your departure Citystay deem an apartment unfit to re-occupy the person who booked the apartment will be charged compensation for



loss of revenue in addition to the costs of any replacements, repair and cleaning necessary. In such cases Citystay will of course provide a full breakdown of damages and related costs.

Any keys not returned to Citystay on departure will incur a charge of £60

Lost keys can be replaced but may also incur a £60 charge plus a call out charge if necessary.

A call out fee of £50 may also be charged in the event of the emergency telephone number being miss-used or abused.

6. Occupancy

All Citystay apartments are occupied as serviced apartments and therefore no rights of tenancy are created by occupancy or by these terms and conditions.

Only those persons booked to stay in the apartment may occupy the apartment.

A member of the Citystay team or our authorized agents may at any time access the apartment for the purpose of inspection, servicing, maintenance or repair.

Occupants are responsible for leaving the apartment, furniture and all equipment clean and tidy at the end of the stay. Failure to do so may incur additional charges; see point 5.

The occupants shall not behave in any way that may jeopardize any part of insurance held pertaining to the apartment or its contents.

With the exception of normal wear and tear the occupant remains responsible for any damage to the apartment or its contents during the occupancy which has occurred due to willful default, irresponsible behavior or negligence on behalf of an occupant, with the exception of normal wear and tear. Such damage requires reporting as soon as possible and may incur retention of your deposit or additional charges. See point 5.

All occupants agree to using any available internet / broadband service in a responsibly and not for illegal purposes.

7. Accommodation

Apartments are individual and vary in size .Although Citystay's website is frequently updated and accommodation and location is confirmed in advance (subject to points 2 and 3 of these terms and conditions) exact furnishings cannot be guaranteed, and may vary from images on the website.

All Citystay apartments are furnished to a high standard and include a, fully equipped kitchen with appliances, cutlery, crockery and kitchen utensils. A welcome pack is also provided.

A full inventory of equipment is supplied within the orientation pack and no items may be removed from the apartment.



8. Restrictions

The number of occupants per apartment is restricted to the number of beds provided.

Citystay operate a strict no smoking policy within all its apartments and communal areas.

Pets : Citystay regret that pets, of any kind, are not allowed in the apartments.

Sub-letting or re-letting the apartment is not permitted.

Citystay apartments are to be used for residential purposes only and not for activities that would increase the normal flow of people to and from the apartment or otherwise disturb neighbouring residents.

9. Services

Unless otherwise specified the prices quoted include maid service twice per week, heating, electricity, gas, water, internet connection, digital television, and telephone line rental. Although Citystay Ltd endeavor to provide the very best of services to its guests it cannot be held responsible for any failure or interruption of services to the apartment or the building, including electricity, water, telephone, internet connections, disruption or noise caused as a result of repair works being carried out in another part of the property. However, upon notification by a guest Citystay will endeavor to initiate the maintenance and rectification of the situation or any interrupted service within a reasonable period of time. Should the issue persist, upon notification Citystay will welcome the use of its complaints procedure and at its discretion either offers alternative accommodation or a refund.

10. Feedback

Citystay wish to continually improve its service and therefore value the feedback of its valued guests. Please make use of the guest book in your apartment for your comments on your stay. In the unlikely event that the service or accommodation offered by Citystay does not meet with your complete satisfaction Citystay would welcome the use of its complaints procedure:

Should you have a complaint please alert a member of the Citystay team as soon as possible.

Should they or another member not be able to resolve the issue within the period of your stay please write to customer care, Citystay Ltd, Falcon house, 14 Hertford street, Cambridge CB43AG, England or email info@citystayuk.com as soon as possible. Citystay customer care will acknowledge your complaint within 5 working days and attempt to address your concerns.

11. Liability



Citystay Ltd will not be liable for any inadvertent inaccuracies, errors or omissions in any information given by Citystay Ltd as all such information is given in good faith and every reasonable effort is made to ensure accuracy.

Citystay Ltd will not be liable for any theft, loss and or damage to your personal belongings during your stay in the apartment. You are advised that the safety of personal property during your stay, any requirements for passports, any travel arrangements (except where you have booked a collection or chauffeured car with Citystay), requirements pertaining to health issues and any financial requirements of you and your party remain the responsibility of you and your party and you should therefore ensure that you have appropriate travel and personal insurance cover.

Citystay will not be liable for any delay, loss, damage, or expenses incurred in amending or cancelling your booking or Citystay Ltd's failure or delay in performance of its obligations due directly or indirectly to circumstances beyond its reasonable control, which shall include but not be limited to events such as an act of God, war, civil strife, acts of terrorism, labour disputes, natural or man – made disaster, fire flood, and adverse weather conditions.

Nothing in these terms and conditions shall affect your statutory rights, or the liability of Citystay Ltd for death or personal injury caused by negligence on behalf of Citystay Ltd or for fraudulent misrepresentation.

Citystay Ltd will not be liable for actions or omissions of property owners (where property is not fully owned by Citystay Ltd) or of any other third party.

For Corporate bookings

If you are booking for, as or on behalf of a business or business employee, that business shall indemnify Citystay Ltd against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by Citystay Ltd arising out of or in connection with your, or your business', breach or negligent performance or non-performance of these terms and conditions. If you are booking for, as or on behalf of a business or business employee, Citystay's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the performance or contemplated performance of your booking shall be limited to the fees paid to Citystay Ltd under your booking.

12. General

Citystay Ltd reserves the right to change these conditions from time to time. Should guests be in breach any of these conditions, Citystay Ltd reserves the right to request that guests vacate their apartment within 24 hours.

No failure of Citystay Ltd to exercise any rights under these terms and conditions shall operate as a waiver of these rights. These conditions shall be governed by and construed in accordance with the laws of England and the Courts of England



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shall have exclusive jurisdiction in relation to any claim, dispute or difference concerning these conditions and any matter arising from them.

13. Privacy

Please note that by accessing and using this website you are accepting the practices described.

Citystay attribute high priority to your privacy. It follows a data protection policy (available on request) and only that Information about you which is necessary is collected in order to process your booking. This information is not shared with outside parties except where it is necessary to process your booking. Whereas every effort is made to ensure information about you is accurate and secure Citystay Ltd offers no guarantee of the accuracy or security of such information over the internet. Your information is used by Citystay to improve its website, customer service and provide statistical data for Citystay marketing purposes. Cookies (small files used by websites to identify its users) are used by this website but do not contain personal information. It is possible to disable cookies by altering the settings on your computer.