

## CB Platinum Terms & Conditions

These conditions govern all bookings made with CB Platinum Ltd registered in England under number 11350873 whose registered office is at CB Platinum Ltd 3rd floor News Building 3 London Bridge Street London SE1 9SG United Kingdom

You accept these conditions yourself and on behalf of all members of your party whether you are booking directly or through third party platforms as a guest or on behalf of others. In addition, by booking directly, visiting or using our website directly or through third parties' platforms you agree to comply with our terms and conditions.

By making a reservation with CB Platinum Ltd, you enter a direct (legally binding) contractual relationship which you make a reservation or purchase a product or service (as applicable).

### Interpretation

1. In these conditions the following definitions apply:

CB Platinum/us/we/the supplier/our: CB Platinum Ltd

The Booker/you/your/guest: The person using services provided by CB Platinum

Bookings and group bookings:

The booker/s should carefully review the specific conditions of the apartment before booking. We operate a strict cancellation policy by proceeding with the booking, the client is agreeing to the specific conditions for all types of bookings. The booker/s must respect the property, as well as its furniture and equipment. Only as many guests as stipulated on the booking contract may be accommodated. It is not allowed to perform any activity that is illicit in the destination in question during the stay.

The Supplier: The operator and provider of property/properties/accommodation operated by CB Platinum.

CB Platinum Operated Property/Properties/Apartments: The accommodation provided by and operated by CB Platinum indicated in the title/name of the property as advertised on various internet booking platforms, for example "London Luxury beautiful 4Bed-Central-Transfer-Services". The accommodation provided by and operated without "CB Platinum" in the title/name of the property for example "Bermondsey Street Apartments".

Booking Conditions: The payment and cancellations terms applicable when booking CB Platinum or supplier operated property/properties.

Online/Offline: A booking/enquiry made direct, through our staff, via our website, via telephone, text messages, booking platforms, instant messaging service, live chat or via email. A booking/enquiry made through various internet booking platforms such as Airbnb, Booking.com, etc.

GBP: The pound sterling (symbol: £; ISO code: GBP), commonly known as the pound and less commonly referred to as Sterling, is the official currency of the United Kingdom, Jersey, Guernsey, the Isle of Man, South Georgia and the South Sandwich Islands, the British Antarctic Territory, and Tristan da Cunha. It is subdivided into 100 pence (singular: penny, abbreviated: p).

Property: The physical building being provided for your accommodation.

Apartment: To the specific apartment provided within a property for your accommodation.

Visitors: People visiting the person/people staying in apartments provided by CB Platinum or supplier.

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Bookings

## 2. Your Booking

a. Upon completing your booking and receiving your confirmation you enter into a contract with CB Platinum on our stated terms and conditions.

b. Restrictions may apply in certain locations including, but not limited to, minimum night stay and age restrictions; you will be advised of these at the time of booking where applicable. We reserve the right to refuse any booking at any time.

c. CB Platinum may request all the guest names, ID and contact telephone numbers at the time of booking including whether they are adults or minors.

d. As soon as your confirmation and invoice are received, please check the details carefully. If anything is not correct you should tell us immediately. However, we regret we cannot accept any liability if we are not notified of any inaccuracy in the documentation. If there is an error in the confirmation or invoice, we reserve the right to correct it as soon as we become aware of it and will do so within 7 days of issue of the confirmation or invoice or, if your arrival date is within 7 days of booking, no later than 24 hours before your arrival date.

### 2.1. Special Requests

We will endeavour to do everything we can to help guests with special requirements. Please ensure we are made aware in writing, of any special requirements at the time of booking so we can help you select the most suitable apartment for your needs. Although we will endeavour to meet any reasonable requests no guarantees can be given that any request will be met. Conditional bookings cannot be accepted i.e. any booking which is specified to be conditional on the fulfilment of a request.

## 2.2. Group Bookings

In addition to this terms and condition additional special conditions may apply and these will be advised in writing at the time of booking. The standard terms and conditions still applies to group bookings.

## 2.3. Payment

Payment in full is required at the time of booking unless otherwise agreed via an invoice. If payment does not reach us at the required time we reserve the right to suspend or cancel any booking made within 7 working days from booking time on. Payment should be made in Pounds Sterling by bank transfer, any payment via Credit or card we might add a transaction fee of 3% plus VAT on the total payable will apply to Diners Club and American Express Card (Amex) and 1.75% VAT to Visa Credit Card and MasterCard payments. There is no transaction fee on Visa Debit Card/Solo payments. Credit card details must match the security checks. We may pass your debit/credit card details to a third party to process a payment. Credit card fees are not refundable in any circumstances. Company Cheques and Personal Cheques must have been cleared prior to the arrival date.

We never ask for payment information when the booking is paid and verified via the Airbnb platform. We will ask for government ID on check in to make sure you are the booking holder.

For any outstanding payments, and in the absence of any other arrangement agreed with CB Platinum, accounts not settled within our standard terms will be subject to a late payment interest charge of 8% above the Bank of England base rate accruing from the date payment should have been received until final settlement. In the case of commercial work interest and charges shall be shall be calculated in accordance with the late payment of Commercial Debts (Interest) Act 1998.

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If you do not pay your invoice when it falls due we shall take such action as we consider appropriate to recover our payment which may include engaging third-party debt collection agencies to recover the outstanding payment and/or instigating proceedings against you in court. In such cases, any costs levied by the debt collection agency will be added on to the outstanding balance owed by you and/or we will seek to recover any legal expenses from you. Please note that the use of debt collection agencies and the county court could affect your future credit rating. We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. Where we consider it appropriate to do so we may require payment on account before goods and/or services are provided.

## 2.4. Security Deposit

Where applicable a Security Deposit to cover additional charges (see clause 12), including breakages, damages, extra cleaning and further accommodation charges incurred during your stay, may be taken and you will be advised whether this is payable at the time of booking or on arrival at the apartment. The deposit amount depends on the property you have booked.

## 2.5. Payment of Additional Charges

Where applicable valid credit/debit card details must be supplied at the time of booking and/or upon arrival at the apartments to cover additional charges. These charges will be deducted from any Security Deposit held or from a debit/credit card supplied and any balance on the security deposit will be refunded. A written statement of the “additional charges” will be sent to you. In the event that payment under a debit/credit card is declined, or no card details are provided, we reserve the right to invoice the booker or guest direct for these charges.

## 3. Pricing

The rates we advertise are to the best of our knowledge correct at the date of publication but we reserve the right to change any rates from time to time. Prior to the booking being confirmed rates quoted are based on the rates prevailing at the time but are subject to change. Once a booking has been confirmed we will not change the rate quoted unless you amend the booking or our cost of supplying the accommodation changes as a result of tax changes or currency fluctuations beyond our control. VAT is charged at the rate in force at the time of booking.

## 4. Changes, Extensions and Cancellations

4.1. All requests for changes, extensions and cancellations must be made in writing or you will be liable to pay us the full amount of the booking or following the cancellation policies of the booking platform you booked through. Please keep in mind we cannot move from these policies. Refunds due to medical conditions, personal plan changes, cancelled flights are not possible. Please check options of a travel insurance before your travel to cover these circumstances.

4.2. Changes; If you wish to change any detail of your confirmed booking we will do our best to make the change subject to an administration fee of no more than GBP 10 will apply plus VAT per booking which will be payable to us once any change has been made together with any other resulting costs which may result in an increase or decrease in rate depending on the date and length of stay. Changes to the arrival date to later than the original date confirmed will be treated as a cancellation under

Clause 6,7,8,9 below. All changes of date are subject to availability. Should any change be rejected, the original booking will be re-instated. Name changes or child age changes will not incur any charges or administration fee. Once in-house changes to the departure date which result in a reduction in the length of stay may be subject to rate change and early departure charges. Any cancellations or reduction in length to bookings either prior to or during the guests stay maybe subject to cancellation charges.

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### 5. Cancellation Policies

For all our properties, we operate a strict cancellation policy the following will apply whether bookings are made on or offline. When booking our apartments directly through us or via third parties (this might not include your booking platform you used) bookings are non-refundable, non-amendable and will not be refunded if cancelled or amended.

Supplier Operated Properties (booking platforms like AIRBNB or BOOKING.COM) will have individual and varying cancellation policies, terms and conditions which may differ dependant on the property and rates offered or booked. Please get in touch with the booking provider you used for any questions regarding your cancellation policy.

### 6. Changes by Us

6.1. We do not expect to have to make any changes to your booking however occasionally bookings have to be changed or cancelled or errors in information or other details corrected and we reserve the right to do so. If this does happen, we will contact you by telephone or email where reasonably possible. If a change must be made or your booking has to be cancelled we will, if possible, offer you an alternative apartment of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund of the price difference. However, if the alternative apartment is at a higher price the new price will be payable. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a refund unless this is the result of an Event beyond our Control – see below. You should tell us as soon as possible whether you wish to accept any change or alternative apartment offered or alternatively if you want a refund.

6.2. Events beyond our Control include but are not limited to the following: act of God, outbreak of

hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, epidemic, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations and building work undertaken at the property or in the local area, strikes, lockouts or boycotts, embargo, blockade.

## 7. Insurance

We are not responsible for the theft and/or damage of your personal belongings during your stay in any apartment booked. Therefore, you are advised to ensure you have appropriate insurances in place. In addition, you are advised to ensure you have appropriate travel insurance to cover cancellation and medical expenses.

## 8. Website

Reasonable care has been taken to ensure that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith. Given the above factors, we do not warrant that any of the content on our website (and/or other means of promotion or advertising) accurately or completely describes any of the apartments. Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

Our website and third parties' platforms (and/or other means of promotion or advertising) will only have a general representation of the accommodation shown. Actual apartment size, design, fixtures, furnishings and facilities may vary. Our website does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification or (star) rating of any accommodations made available.

## 9. Liability

a. We are responsible for our own operated apartments, subject to the following conditions.

b. All warranties, conditions and other terms implied by statute or common law or otherwise are, to the fullest extent permitted by law, excluded from any contract with us and these conditions shall apply in their place. However, nothing in these terms and conditions will affect your statutory rights if you are a consumer. Nothing in these terms and conditions limits or excludes our liability for death or personal injury resulting from negligence; or for any damage or liability incurred by you as a result of

fraud or fraudulent misrepresentation by us, or any liability that cannot by law be excluded.

c. Subject to the limitations set out in these terms and conditions and to the extent permitted by law, we shall only be liable for direct damages suffered, paid or incurred by you due to an attributable shortcoming of our obligations in respect to our services, up to an aggregate amount of the aggregate cost of your reservation as set out in the confirmation email (whether for one event or series of connected events).

d. However and to the extent permitted by law, neither we nor any of our officers, directors, employees, representatives, subsidiaries, affiliated companies, distributors, affiliate (distribution) partners, licensees, agents or others involved in creating, sponsoring, promoting, or otherwise making available the site and its contents shall be liable for (i) any punitive, special, indirect or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (ii) any inaccuracy relating to the (descriptive) information (including rates, availability and ratings) of the accommodation as made available on our website, (iii) the services rendered or the products offered by the supplier or other business partners, (iv) any (direct, indirect, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, pursuant to, arising out of or in connection with the use, inability to use or delay of our website, or (v) any (personal) injury, death, property damage, or other (direct, indirect, special, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, wilful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the accommodation or any of our other business partners (including any of their employees, directors, officers, agents, representatives or affiliated companies) whose products or service are (directly or indirectly) made available, offered or promoted on or through the website, including any (partial) cancellation, overbooking, strike, force majeure or any other event beyond our control.

e. If you are booking for, as or on behalf of a business or business employee, that business shall indemnify us 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 us arising out of or in connection with your, or your business's, 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, our total liability in contract, tort (including breach of contract, negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in connection with the

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performance or contemplated performance of your booking shall include all cost and consequential fees associated with your booking.

9.1. Your Accommodation

All apartments are occupied as serviced apartments and are only to be used as temporary or holiday accommodation for you, or your organisation. They are not for use as the principal, additional home or residence of guests; you will not be entitled to a tenancy or an assured short hold or assured tenancy. No relationship of landlord and tenant is created and no statutory security of tenure exists now or when the period of occupation ends. If you or any member of your party fails to vacate at the end of the period you will be charged the appropriate accommodation charges for the continued period of occupation. No persons other than the guests have the right to use the apartment.

These conditions constitute an excluded agreement under S(3A)(7)(a) of the Protection from Eviction Act 1977 (as amended) and cannot be construed as an assured tenancy under the Housing Act 1988 (as amended). We cannot guarantee an exact apartment number prior to arrival. The maximum guests in an apartment are determined by the number of beds in the apartment. If the maximum number is exceeded then we may refuse access to the accommodation and/or reserve the right to charge for additional apartments.

## 9.2. Arriving and Departing

The specific arrival and departure policy should be requested at the time of booking and will be stated on the confirmation. Early arrival or late departure may be available for an additional charge but cannot be guaranteed unless booked from the night before arrival or for the night after departure.

## 9.3. Access to Your Apartment

Key collection details will be provided to you (via your booker where applicable) prior to arrival. Many apartments do not have reception desks and you will be given a code to enter the building and details of key collection once your booking is confirmed. It is essential that you have this information with you on arrival and, where notified, contact us in advance to confirm the arrival procedure.

## 9.4. Departure

The procedure for departure will be confirmed on, or prior to arrival.

## 10. Facilities and Services

a. **Cleaning:** Your apartment is cleaned prior to guest arrival to the apartment. The day your cleaning is scheduled will be advised on arrival. Weekly housekeeping includes linen/towel change and general cleaning. Any additional cleaning is the object for additional charges

b. **Maintenance:** Routine maintenance is carried out regularly by our Maintenance team; however, occasionally we may need access to your apartment to carry out essential maintenance. We will normally give you 24 hours notice except in the event of an emergency when we require immediate



access.

c. Telephone: Where telephones are provided in apartments guests are responsible for all call charges incurred during their stay. In some cases, the call charges are provided by a third party supplier and guests are responsible for setting up an account with the provider direct. Where applicable, information is provided in the Guest Information Folder or Compendium in the apartment.

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d. Internet Access: Where access is available in apartments, it may be charged for separately.

e. Security: Guests will be provided with a set of keys/fobs/access card to access the property and the apartment. Additional sets can be provided on request. It is your responsibility to ensure you are in possession of these at all times and that they are returned at the end of your stay. An additional charge will be made for replacements and if we are required to provide access due to lost or forgotten keys.

f. Interruption to services: We will make every effort to ensure that guests enjoy a peaceful stay, however, cannot guarantee or be held responsible for any failure or interruption of services to the apartment or the building, including electricity, air conditioning, water or any damage to telephone, broadband/ internet and other communications, including disruption or noise caused as a result of repair works being carried out in another part of the property. Where we are made aware of such failure or interruption we will endeavour to rectify such services within a reasonable period of time at our apartments.

g. Guest Services: Our guest services team is available to ensure your stay is as comfortable and enjoyable as possible. Contact details and working hours are made available on arrival.

#### 11. Guest Responsibilities

a. Guests are expected to comply with any regulations for use of the apartment. These are available on arrival, usually in the Guest Information Folder or Compendium, in the apartment. If any guest breaches any of these conditions or the regulations, we reserve the right to request a guest vacate their apartment immediately without refund.

b. Smoking: Smoking is not permitted in any apartment or apartment building.

c. Pets: Pets (not including guide dogs) are not allowed in any apartment or apartment building.

d. Nuisance: Guests are required to behave in a responsible manner, respect the apartment and their

fellow guests and keep noise to a minimum between the hours of 10pm and 7am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behaviour towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the apartment for any illegal or immoral purposes. An additional charge will be made if the Management team is called out in response to a nuisance complaint.

e. Age Restrictions: In order to ensure our guests, enjoy a stay free from disturbance, non-corporate bookings may not be accepted from any paying guests under the age of 18. We require that there is at least one person aged 18 or over staying at the apartments for each booking. Proof of identification and date of birth may be requested on arrival and if not presented on request, we reserve the right to cancel the booking.

f. Visitors: Guests are responsible for their visitors. Non-residents will not be allowed access to the apartments after 11pm and we operate a strict no party policy. We operate a strict no gathering / no party policy. Failure to comply will result in immediate eviction from the premises.

g. Damage: Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and where possible photographic evidence.

h. Cleanliness: We expect the apartments to be left in a reasonable state of cleanliness and order on departure. An additional charge will be made for extra cleaning or specialist cleaning to return the apartment to a fit state for occupation. Additional charges may include compensation for loss of revenue in addition to cleaning and repairs.

i. Lost Property: All your possessions should be removed from the apartment on the date of departure. We will use reasonable endeavours to retain any lost items for up to 3 months after your departure date.

j. Storage: Where facilities are available and at the owners risk storage of luggage may be provided at an additional charge.

12. Additional Charges (Additional charges apply only on your order or if you left property in bad/damaged conditions)

As a guide additional charges include, but is not limited to the following:

a)

- Early Check in (Monday-Sunday) between 13:00-15:00 - GBP 50.00
- Early Check in (Monday-Sunday) 6:00-13:00 - 1 night cost
- Late Check in meet and greet service (Monday-Sunday) 22:30-6:00 - GBP 50.00
- Late check out (Monday-Sunday) cost 10:00-11:00 - GBP 50.00
- Late check out (Monday-Sunday) cost 11:00 -14:30 - 1 night cost
- Additional set of linen (duvet, sheet, duvet cover) - GBP 35.00 per week
- Additional set of towels - GBP 10.00 per week
- Additional sheet (double) - GBP 10.00 per week
- Additional duvet cover (double) - GBP 15,00 per week
- Baby Cot - GBP 15.00 per night
- Z- Bed or Airbed - GBP 20.00 per night
- Additional Cleaning (Only cleaning) - GBP 70.00
- Additional cleaning with bed linen change - GBP 105.00
- Smoking penalty - GBP 300.00
- Deep Clean - GBP 300.00
- Deep Clean after Pets - GBP 370.00
- Blender - GBP 40.00
- Rice Cooker - GBP 50.00
- High Chair - GBP 35.00
- Chrome cast/Netflix/Amazon Fire stick - GBP 60.00 (If not already in the property)
- Skybox (depending from channels, price starting from ) minimum 6 month bookings only - GBP 100.00 per month
- DVD Recorder - GBP 55.00
- Safe - GBP 70.00
- Speakers (basic) - GBP 70.00
- Lost key set (price starting from, as depends on key type & other costs involved) - GBP 250.00
- Lock out (10:30-22:00) - GBP 50.00
- Lock out Out of Hours - GBP 120.00
- Apartment damage from - GBP 200.00 depending on damage, items, suppliers and needed services to repair/replace
- Damage of items (furniture, kitchen items, linen, etc.) and labour and additional costs involved - cost of items plus additional costs
- Airport transfer One way - from GBP 85
- Airport transfer Both ways - from GBP 150
- Standard Hamper Pack Meal pack: Large bottle of water, Milk, 6 Eggs, Butter, Small bread, Little jar of Jam, Selection of fruits: 2 of each kind (apple, banana, orange), Chocolate bar (Diary Milk Chocolate), Herbal Tea - GBP 35
- Breakfast pack: 1 small cornflakes, Small loaf of bread, Butter, Milk, Orange Juice, 2 croissants, 2 pieces of fruit, Small bag of crisps - GBP 15

b. Other services e.g. car parking, dry cleaning, laundry, extra cleaning may be available on request and services may vary according to each site and the supplier.

c. VAT and local taxes are payable on all additional charges and where the level of the additional charges is not specified in these conditions, we will charge you the actual cost together with any administration costs. Prices for additional charges may change at any time. For payment of additional charges see clause 2.5.

d. Charge of 75.00 GBP (seventy-five pounds sterling) or equivalent will be charged if the Keys/Key

for the apartment are not been placed into the lock-box after Check-out/Departure from apartment w/o 24 h notice. The time for check-out and location of the lock-box are described fully and properly in Check-in/Check-out instructions sent to the guest via email several times prior to arrival/departure to the apartment.

e) A fee of 150.00 GBP (One hundred fifty pounds sterling) for any unreasonably charged back amount by the customer/guest or payment processor will be charged to the client/guest as compensation of administrative expenses of the company.

f) We have the right to charge an administrative fee of at least twenty-five pounds sterling (GBP 25.00) to re-issue an invoice.

### 13. Health and Safety

We take the health and safety of all our guests seriously. On arrival, you should familiarize yourself with the layout of the apartment and building and the health and safety procedures as detailed in your apartment.

### 14. Quality and Feedback

We are committed to providing quality accommodation and conduct regular audits to ensure that high standards are maintained at the apartments. Many of the apartments are also independently assessed through the Association of Serviced Apartment Providers. We also welcome feedback from our guests and ask them to complete a guest satisfaction survey on departure. We value this feedback which provides us with useful information on how we can improve our services further.

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### 15. Complaints

In the unlikely event that you are dissatisfied with any aspect of your accommodation please notify the apartment manager as soon as possible in the first instance. If you do not give us the opportunity to resolve a problem during your stay, this may affect the final outcome of any complaint received. We aim to deliver the best possible customer service, but in the unlikely event that you are dissatisfied with our service, please contact us by email to [Support@cbplatinum.co.uk](mailto:Support@cbplatinum.co.uk).

### 16. Privacy

We may use your contact details to tell you about our services and apartments including special offers that we think may be of interest to you. If you do not want us to use your contact information, please let us know by email to [info@cbplatinum.co.uk](mailto:info@cbplatinum.co.uk). All information collected or properly obtained during the booking process will be processed in accordance with our Privacy Policy which, with our Site Terms, is incorporated into these conditions. Telephone calls may be monitored and/or recorded as a security measure, to help us to train our staff and improve our service to you.

## 17. General

We reserve the right to change these conditions from time to time. If guests are in breach of any of these conditions, we reserve the right to request that guests vacate their apartment immediately. 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.