



Booking Terms & Conditions

Confirmation

Your reservation is made and all terms and conditions apply when a written confirmation is issued. This will be by email confirmation with your apartment number and all access details.

Prices

All prices are quoted in UK pounds sterling. VAT will be charged at the standard rate on all bookings of 28 consecutive nights or less. Stays of more than 29 consecutive nights will be charged a reduced VAT rate thereafter.

Method of Payment

Credit/Debit cards

We may also ask for payment to be made by bank transfer.

If you intend to pay by bank transfer this should reach our account net of all bank charges. Please ask your bank to show your name or booking reference on the transfer. Please note that a valid credit card is required by way of security. If this is not possible a refundable security deposit will be required.

Cancellation

Our cancellation policy is 14 nights.

If a cancellation is made more than 14 days prior to arrival date and acknowledged by us, no charge will be made

Non arrivals will be charged the full value of the reservation

If you need to, cancel your booking, you must inform us in writing as soon as possible to

reservations@blissapartments.co.uk.

A 25% deposit is taken for all Cheltenham race date bookings for the March Festival. This deposit is non-refundable.

We advise that you obtain appropriate and adequate travel and personal insurance cover as depending on the reasons for your cancellation, you may be able to reclaim our cancellation charges from your insurance company.



Accommodation and occupancy

Although accommodation is confirmed in advance, the exact apartment cannot be guaranteed prior to arrival.

The number of people allowed to occupy each apartment is limited to the number of beds. We may ask for the names of all guests staying in the apartment at the time of booking and any additional guests will be charged.

Extra sleeping accommodation may be provided in some apartments at an additional charge. Please call our office for details specific to each location and for certain dates of stay.

Return of Keys

All Bliss keys in your possession must be returned to the key lock box departure. Any unreturned or lost keys will be charged at £50.00 + VAT for replacement.

Late departures

Standard check out time is 11am. We can allow you a late departure subject to availability. All pre arranged late check outs are subject to a minimum £10 charge. Please do allow us 24 hours notice so that we can make suitable arrangements. Any late check outs that have not been pre arranged are subject to a minimum £25 charge which may be extended to a full nights accommodation rate.

Security deposit

Valid credit card details will be required at the time of booking to cover any additional charges, including but not limited to damages and breakages. A full inventory of each apartment is carried out following each guests departure and Bliss Apartments reserves the right to deduct from that card, or invoice a company account, all amounts relating to any damage, breakages, excessive cleaning requirements or missing items. We will notify you of the charges prior to applying any charges.

When Payment is being made by bank transfer or cash, a security deposit of up to £100 may be required to cover any damages, cleaning, or deodorizing fees. This deposit will be refunded back to a specified bank account following departure.

Loss or damage

Bliss cannot be held responsible in any way for loss or damage to, contents, furniture, fittings or any personal belongings at the property. Nor can we be held liable for the acts or defaults caused by third parties. You are also advised to ensure your own insurance policies cover loss or damage to personal property during your stay.

Group Bookings

It is our policy that we do not accept group bookings of more than 12 people.



Additional charges

Broadband

Broadband is supplied to most of our apartments. Where broadband is available, Bliss will try to ensure that this service is available at all times. If there is a fault which is deemed by Bliss to be connected with the user's hardware or software, no support will be available.

Services

We cannot be held responsible for any failure or interruption of services to the apartment, including internet, electricity and water or any damage, disruption or noise caused as a result of repair works being carried out in another part of the property or surrounding area.

Pets

Special arrangements can be made in certain apartments for your pets, please provide details at time of booking. There is a deposit of £250 required which will be refunded on departure following an inspection. There are additional cleaning charges which will apply; a standard charge of £25 will be deducted from the deposit.

Smoking

Bliss operates a strict NO SMOKING POLICY. Smoking is not allowed in any of our apartments or in any area of the apartment blocks including communal areas and balconies. If, in our reasonable opinion, smoking has occurred in the apartment during your stay we reserve the right to apply a £100 penalty fee.

Parking

Additional services such as parking differ between apartments. Parking is not guaranteed for the apartment unless otherwise stated. Parking must be pre-booked and may be subject to parking charges. Certain parking spaces may require a permit to be displayed in the window of your vehicle and this will be made clear in your confirmation email. Bliss Apartments does not accept any responsibility for any charges incurred by guests should the permit not be displayed correctly. Bliss Apartments does not accept any responsibility for any loss or damage that may occur when using our parking spaces.

Cleaning and linen

All reservations of 7 days or more will receive a weekly light refresh clean including change of all linen and towels. This will be carried out on a day and time specified by us. If you require additional cleaning on top of the scheduled cleaning, these will be charged at £25 per clean.

Website

Information and images on the Bliss website are updated regularly; however, information and images are subject to change without notice.