

CasaCity House Rules & Policies

CasaCity House Rules & Policies must be followed by all guests staying in all properties of CasaCity. By checking-in you are agreeing to abide by all terms and conditions.

Check-in/Check-out

Standard times

Check-in time is from 15:00 until 21:00.

Check-out time is : 11:00am.

Early check-in / Late check-out

Guests can arrange early check-in or late check-out subject to availability, only with the prior consent of the CasaCity team. If you require a guaranteed check-in for arrival prior to 15:00 then please do contact our team more than 48 hours in advance and make the appropriate payment.

Un-arranged late check-out will be charged as per the late check-out charges. Stays after 14:00 will be charged an additional night.

Check-in requirements

Guests are required to confirm their identity by providing their valid government issued photo identification (driver's license, passport, etc.). All residents must complete the £250.00 deposit hold. This authorises The CasaCity to charge up to £250.00 in the event of any damages or extra fees incurred.

Damage Policy.

Guests shall be obliged to pay compensation that fully covers the value of losses suffered should damage to the apartment or common areas be discovered. Any observed damage should be reported upon arrival. Guests are responsible for any damage caused both deliberately or by negligence by you or any person in your party.

We reserve the right, and you hereby authorise us to charge your credit or debit card for any damage incurred. This includes but is not limited to missing or damaged items, damage to the property, smoking fee, deep cleaning fee, or other resident compensation.

When leaving a property, Guests are required to close all windows and lock the premises behind them.

Guests are liable for the actions of any third parties they give access to the property.

Right to Refuse Service

CasaCity reserves the right to refuse to admit, refuse service or accommodation and may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by CasaCity.

CasaCity enforces a no party policy to ensure we can protect our guests and neighbours at all times. No parties, loud disturbances, and or noise nuisances are tolerated on premises. In the event of a disturbance, Guests will receive one written warning and our team will attempt one phone call warning. If our request is not followed, the guest will be asked to leave the property without refund. Non-registered visitors are only permitted until 22:00 (10:00pm).

If you intend a group event, please speak with the CasaCity team prior for approval.

CasaCity reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the CasaCity team. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility.

During epidemics, we are entitled to employ precautionary measures within our judgment or as required by local authorities. The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

Rates

All rates are quoted in either GBP or USD currency, plus taxes. Rates may increase without notice. Rates as advertised on the CasaCity website, any other website, or promotional material are subject to change at any time and may increase or decrease at the companies discretion.

Cancellation

CasaCity is not responsible for weather conditions, personal emergencies, or schedule changes. Properties may have different cancellation policies and it is always advised to check prior to booking.

No-shows and early departures will be treated as cancellations and are non-refundable. Any late check-out not pre-approved by Casacity may result in an additional charge equivalent to one night's stay.

If booking via a partner platform like Airbnb or Booking.com, a reservation must be cancelled within the terms of your reservation, when you made the booking. Cancellation conditions may vary; please check your reservation confirmation.

If a booking is made direct via the CasaCity website booking platform, the following cancellation policy applies:

For reservations/bookings between 1 and 6 nights duration, cancellations made within 5 days of the check-in date will be charged at 50% of the booking, any cancellations made within 1 day (24 hours) of the check-in date will be charged 100% of the booking price.

For reservations/bookings of 7 nights or more, cancellations made within 7 days of the check-in date will be charged at 50% of the booking, any cancellations made within 5 days of the check-in date will be charged 100% of the booking price.

Guests are encouraged to review the specific cancellation terms and contact the Casacity Team for clarification prior to finalising their reservation.

Bookings made through third party channels may be subject to cancellation without refund. All communication regarding cancellations, amendments, or disputes should be taken up with the original third party booking platform.

For full details or assistance regarding cancellations or charges, please contact the Casacity Team directly.

Alcohol Policy

Registered residents of legal age who choose to bring their own alcoholic beverages must consume those in their property. Alcohol is not allowed in public areas such as the lobby, halls, etc.

Lost & Found Policy

CasaCity assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item.

Found Items

CasaCity is not responsible for any item(s) left behind by a resident. However, any item, with the exception of perishable items, left behind by our residents and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for up to fourteen (14) days.

Return - We would be happy to return your lost item(s) to you by a recorded postal service. Your credit card will be charged packaging and postage, plus a 25% handling fee. A separate receipt will be mailed to you. CasaCity is not responsible for any item lost or misdirected during shipment by the Postal Service.

Code of Conduct

100% smoke-free

CasaCity is a 100% Smoke-Free. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our residents and staff, smoking is prohibited. Any odour that is difficult to remove from the air, carpet, walls, and furniture we do not permit which includes smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Residents are encouraged to notify CasaCity team immediately if they smell cigarette, marijuana, or other objectionable odours. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. A £200.00 deep cleaning fee will be charged to any resident who violates the smoking policy.

Exception on the above policy applies to the apartments with a balcony. In these apartment types smoking is allowed on the balcony only. Please note; lit tobacco or any other smoking products should never be left unattended and may only be put out in the ashtray.

Following this policy, any resident that trigger's a fire alarm by smoking within a flat will be charged a £250.00 fee for the deep cleaning and disturbance to other residents.

It is not allowed to move or to remove furniture. Not in the room, or between rooms. It is also not allowed to move or remove the decoration or electrical appliances or use them for personal purposes other than for which they are intended. Our staff will put everything back in its original place, and any damages will be charged on your credit card or debit card.

A £75 call-out charge applies for any out-of-hours service requests (outside of 9:00am – 6:00pm), which will be deducted from the guest's security deposit. This includes, but is not limited to, incidents resulting from guest negligence or fault – such as lost keys, lockouts, damaged locks, tripped electrics, or any issue requiring a Casacity representative or contractor to attend the property in person.

Casacity reserves the right to charge additional fees for damage, missing items, excessive cleaning, negligence or any breach of house rules discovered during or after the guest's stay. All deductions will be assessed fairly and supported by evidence where applicable.

Children

Well behaved children of all ages are welcomed. Children aged 12 and under stay for free when sharing a room with one or more paying adult(s). As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in apartments or allow them to roam the communal areas of the property unsupervised.

Quiet Hours

23:00 to 09:00. If you become aware of a disruptive resident, please contact the CasaCity team immediately by your preferred communication method. Televisions, voices, or other devices must be kept at a respectful low level during quiet hours. Doors should be opened and closed quietly. No congregating or running in halls or lobby.

Do-not disturb and access to rooms

To provide all our residents with an exceptionally clean and safe experience, we reserve the right to enter your apartment for reasonable purposes, such as for housekeeping, maintenance, and to verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our House Rules & Policy. CasaCity team will normally knock and announce themselves before entering your apartment, unless we believe that exigent circumstances exist.

Please contact a member of the CasaCity team if you are a "Day Sleeper" or you are staying in the room due to illness. Management reserves the right to enter a property with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other residents, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access.

Dog friendly

Small dogs are allowed in the hotel. If you are unsure, please contact the CasaCity team prior to your arrival. Of course, assistance dogs are welcome, and this carries a surcharge of £50.

Energy Usage

All utilities are included within the cost of the properties up until a reasonable usage. Electricity is capped at £300 per month from March - October and £450 per month from November - February. Wifi and water are uncapped.

Complaints

Should any resident have any complaints about their stay that they would like addressed they are encouraged to please e-mail these over to enquiries@casacity.co.uk with the subject line "Complaint".

Inventory

Product	Cost
CUTLERY (KNIVES, FORKS, TABLE & TEA SPOONS)	£2.00 PER ITEM
CROCKERY (PLATES, BOWLS, MUGS)	£4.00 PER ITEM
GLASSWARE (WINE, CHAMPAGNE, TUMBLER)	£3.00 PER ITEM
KITCHEN PANS & UTENSILS	POA
DUVET	£150.00 PER ITEM
BEDSHEETS / PROTECTORS / DUVET COVER	£20.00 PER ITEM
PILLOW CASES	£5.00 PER ITEM
LARGE TOWELS	£35.00 PER ITEM
SMALL TOWELS	£15.00 PER ITEM
PAINTWORK / WALLS	£22.00 PSQM
CURTAINS AND BLINDS	POA
SOFA / CHAIRS / TABLES / BED FRAME	POA
ELECTRICALS (TV, PLUG SOCKETS, LIGHTING FIXTURES)	POA
APPLIANCES (HOB, OVEN, MICROWAVE, WASHER/DRYER)	POA
DOOR HANDLES / SMART LOCKS	POA
PICTURE FRAMES	£50.00 PER ITEM
CUPBOARDS & WARDROBES	POA
TV REMOTE	£50.00 PER ITEM
LOST KEY / FOB	£35.00 PER ITEM
DECORATION (VASES & PLANTS)	POA
MATTRESS	£200 PER ITEM
CALL OUT CHARGE (OUT OF HOURS)	£75