

Welcome & House Rules

Applies to: All CasaCity Serviced Accommodation properties and guests.

We're excited to have you stay with us! To ensure a pleasant experience for everyone, please read and follow the house rules below:

1. Check-In and Check-Out

1.1 Standard Times (May vary with prior approval)

- Check-in: 15:00 – 21:00
- Check-out: 11:00

1.2 Early Check-In / Late Check-Out

- Early check-in and late check-out are subject to prior approval and availability.
- Requests must be made at least 48 hours in advance and may incur additional charges.
- Unauthorised late check-out will incur a charge; stays beyond 14:00 may be charged as an additional night.

1.3 Check-In Requirements

- All guests must provide valid government-issued photo ID (passport, driver's licence, etc.).
- A security deposit may be taken prior to check-in. CasaCity reserves the right to deduct from this deposit to cover any damages, cleaning, or policy violations.

2. Respect for Neighbours and Quiet Hours

2.1 Guests must respect the peace and comfort of neighbouring residents.

2.2 Quiet hours: 22:00 – 07:00 (or as otherwise posted in the property).

2.3 Noise complaints may result in immediate eviction without refund.

3. Respect for the Property

3.1 Guests must treat all property, furnishings, fixtures, and equipment with care.

3.2 Any damage, loss, or excessive cleaning required will be charged to the responsible guest.

3.3 Guests are responsible for the conduct and actions of all visitors.

3.4 Do not move furniture, decorations, or appliances. Any items found misplaced or damaged will be charged accordingly.

4. No Smoking Policy

4.1 All CasaCity properties are 100% smoke-free indoors.

4.2 Smoking (including vaping, e-cigarettes, or incense) is only permitted on balconies where available and must be extinguished safely in an ashtray.

4.3 Violations will incur a £200 deep cleaning fee, and any triggered fire alarm due to smoking will incur a £250 penalty.

5. No Parties or Events

5.1 Parties, gatherings, or events of any kind are strictly prohibited.

5.2 Non-registered visitors are only permitted until 22:00 (10:00pm).

5.3 Guests who host unauthorised gatherings will be evicted immediately without refund and may face additional charges.

6. Prohibited Substances

6.1 The use or possession of illegal drugs or controlled substances is strictly prohibited.

6.2 A £250 fine will be charged for any violation and reported to law enforcement.

7. Safety and Security

7.1 Guests must ensure that all doors and windows are securely locked when leaving the property.

7.2 Do not allow unknown persons into the building or property.

7.3 Report any suspicious activity immediately to the CasaCity team.

8. Health, Safety, and Liability

8.1 CasaCity prioritises guest safety but accepts no responsibility or liability for:

- Personal injury, accidents, or illness occurring during your stay.
- Loss, theft, or damage to personal belongings.
- Misuse of facilities or negligence by guests or third parties.

8.2 Guests use all facilities, equipment, and amenities at their own risk.

8.3 CasaCity properties may contain stairs, balconies, electrical appliances, and other standard residential risks. Guests are expected to take appropriate caution at all times.

8.4 Children must be supervised by an adult at all times.

8.5 Guests must not tamper with smoke detectors, carbon monoxide alarms, fire extinguishers, or safety equipment.

8.6 CasaCity, its owners, and agents shall not be held liable for any indirect, consequential, or incidental damages resulting from a stay, including interruptions to utilities or unforeseen maintenance issues.

9. Indemnity

9.1 Guests agree to indemnify and hold harmless CasaCity, its owners, employees, and agents from any claims, losses, damages, or expenses (including legal fees) arising from their stay, use of the property, or breach of these Terms & Conditions.

10. Damage, Loss, and Additional Charges

10.1 Guests are responsible for any damage caused by themselves, their visitors, or negligence.

10.2 CasaCity reserves the right to charge your card for:

- Damaged or missing items
 - Deep cleaning or deodorising
 - Policy violations
 - Out-of-hours call-outs, as a result of guest negligence or fault (£75 per incident)
- 10.3 All charges will be supported by documentation and applied fairly.

11. Cleaning and Waste Disposal

11.1 Guests must leave the property in a tidy condition and remove all food items prior to check-out.

11.2 Excessive waste, food disposal neglect, or staining may result in an additional cleaning fee of up to £100.

12. Key and Access Policy

12.1 Lost, damaged, or unreturned keys, fobs, or access cards will incur a £50 replacement charge per item.

12.2 Lock replacements or emergency locksmith services will be charged at cost.

12.3 Guests are responsible for ensuring property access points remain secure at all times.

13. Maintenance and Repairs

13.1 Guests must promptly report any maintenance or safety issues to the CasaCity team.

13.2 Unreported damages that worsen due to guest neglect may be charged to the guest.

14. Force Majeure

14.1 CasaCity shall not be held responsible or liable for any failure or delay in performing its obligations due to circumstances beyond its reasonable control, including but not limited to: natural disasters, power outages, extreme weather, government restrictions, strikes, or acts of God.

15. Commercial Use and Filming

15.1 The property may not be used for commercial purposes, photography, filming, or content creation without prior written consent from CasaCity.

15.2 Breach of this clause may result in immediate termination of stay without refund or further action.

16. Energy Usage

16.1 All utilities are included up to a fair usage limit:

- Electricity cap: £300/month (Mar–Oct) or £450/month (Nov–Feb).
- Water and Wi-Fi are unlimited.

16.2 Excessive usage may incur additional charges.

17. Lost and Found

17.1 CasaCity is not responsible for lost, stolen, or misplaced items.

17.2 Found items will be held for 14 days. Return postage and handling fees apply.

18. Pets

18.1 Small, well-behaved dogs are permitted with prior approval and a £50 surcharge.

18.2 Assistance dogs are always welcome.

18.3 Guests are responsible for cleaning up after their pets and any damages caused.

19. Complaints and Communication

19.1 Guests with concerns or complaints should email enquiries@casacity.co.uk with the subject line "Complaint."

19.2 All official communication relating to your booking, deposit, or disputes must be directed to this email or through the original booking platform used.

19.3 CasaCity will not be responsible for messages sent via third-party platforms after check-in.

20. Cancellation and Refund Policy

20.1 Cancellations and refunds are subject to the policy applicable to your booking source (CasaCity Direct, Airbnb, Booking.com, etc.).

20.2 Direct bookings follow the schedule below:

- 1–6 nights: Cancellations within 5 days = 50% charge; within 24 hours = 100% charge.
 - 7+ nights: Cancellations within 7 days = 50% charge; within 4 days = 100% charge.
- 20.3 No-shows or early departures are non-refundable.

21. Right to Refuse Service

21.1 CasaCity reserves the right to:

- Refuse entry or accommodation to any person violating these rules.
- Remove guests engaging in disorderly, illegal, or unsafe behaviour without refund.

21.2 Guests who bring or contract a contagious illness during their stay may be required to seek appropriate care off-site.

22. Do-Not-Disturb & Access

22.1 CasaCity reserves the right to access apartments for maintenance, cleaning, or safety purposes.

22.2 Staff will knock and announce themselves unless emergency access is required.

23. Emergency and Incident Procedure

23.1 In the event of an emergency (fire, injury, or security issue), guests must immediately contact the emergency services by calling 999, then notify CasaCity.

23.2 CasaCity provides no on-site emergency response team and shall not be held liable for delays in external emergency services.

24. Governing Law

This agreement shall be governed by and interpreted in accordance with the laws of England and Wales, and any disputes shall be resolved exclusively within its courts.

25. Acceptance

By signing below or completing check-in, you acknowledge that you have read, understood, and agreed to all CasaCity House Rules and Terms & Conditions, and accept full responsibility for compliance by all members of your booking party.

Casacity Team

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