



Tenant's Terms and Conditions of Booking

The Open Accommodation Bureau ("OAB") will arrange accommodation for you for the event on the terms set out below. Please sign and return the pages to indicate that you accept and agree to these terms.

Introduction:

OAB is a trading name of GTS Events Limited. OAB arranges accommodation for you as agent of the owner of the property. You will be required to enter into a tenancy agreement with the owner.

Booking a property:

When you have identified to us the property that you wish to use, we will e-mail you to confirm the full rental fee. Our e-mail will also tell you about the ways you can pay. We accept payment by cheque, bankers draft, wire transfer and most major debit and credit cards. We will apply an administrative charge to all debit and credit card payments (details available on request). You must confirm and pay for the property as follows:

- **If you book more than 60 days before the event you must:**
 - Confirm your booking by paying a booking deposit of 25% of the rental fee AND sign and return the tenancy agreement for the property.
 - Pay the remaining 75% of the rental fee in full no later than 60 days before the event. At the same time you must also pay a security deposit equal to 25% of the rental fee. See below for more information on the security deposit. To be clear, this means that you will have paid 125% of the rental fee, but the security deposit will be returned to you as explained below and in the tenancy agreement.
- **If you book less than 60 days before the event you must:**
 - Confirm your booking by paying the rental fee in full as well as a security deposit equal to 25% of the rental fee. See below for more information on the security deposit.
 - Sign and return a tenancy agreement for the property.

YOUR BOOKING IS NOT CONFIRMED UNLESS YOU HAVE DONE THE THINGS LISTED ABOVE.

- If you do not pay the fees on time then we shall be entitled to cancel your booking and charge you interest of 4% above the prevailing base rate of Barclays Bank as it may vary from time to time from the date payment became due until actual payment is made. We also reserve the right to charge a fee to cover the costs of any additional charges that we incurs in processing the payment, up to a maximum of £25 per payment.

Cancellation:

If you wish to cancel your booking you must write to us by letter or email. The following cancellation terms apply:

- **If you cancel more than 60 days before the event** you will receive a refund of any rental fees paid (minus the booking deposit of 25%) and a refund of the security deposit.
- **If you cancel less than 60 days before the event** you will not receive a refund of any rental fees paid but you will receive, if paid, a refund of the security deposit. If we are able to find a new tenant for the



property we will return the rental fee to you, less an administrative charge of 15% (plus VAT) of the rental fee.

The owner of the property is not allowed to cancel once the booking has been confirmed. However, if the owner is no longer able to provide the Accommodation for reasons beyond its control at any time, then we shall cancel the booking and you shall receive a full refund of all fees paid up to that point. While we will make best efforts to assist you in finding alternative accommodation, we shall not be obliged, however, to offer you any alternative accommodation.

Security Deposit:

You are required to pay a security deposit of 25% of the rental fee. We will hold this on the owner's behalf. It will be used to pay for any damages or breakages (but not wear and tear) that you cause during your tenancy. The Tenancy Agreement explains how and when the security deposit will be returned to you. Please note that if you and the owner disagree about whether you have caused any damage then we will try to help you to reach agreement. However, if agreement is not reached then you will be required to resolve this directly with the owner, seeking independent legal advice if required. In particular, if you and the Owner have not reached agreement within 28 days of the end of the tenancy then OAB has the right (at its discretion) to return the full amount to you, deposit the amount with a firm of independent solicitors (the costs of this to be shared equally between you and the Owner) pending agreement or to take any other steps that we think are reasonable.

Tenancy Agreement:

The Tenancy Agreement between you and the Owner will set out the legal obligations in relation to the tenancy. It includes things like:

- What is and is not included as part of the rental fee
- What you must do and must not do while staying at the property

If the Tenancy Agreement contains any terms which are in conflict with the information in these Terms and Conditions of Booking, then the Tenancy Agreement shall take precedence.

Our liability:

You acknowledge that the Tenancy Agreement is between you and the owner. Our role is solely to administer the booking process as described in these Terms and Conditions of Booking. Accordingly, we shall not be liable (whether in contract, tort (including negligence) or otherwise) for any failure of the owner to comply with the terms of the Tenancy Agreement. If we are in breach of our obligations under these Terms and Conditions of Booking, we will not be responsible to you in contract, tort (including negligence) or otherwise for losses that were not foreseeable to both parties, for losses that were not caused by any breach on our part and for any business losses or loss of profits you have suffered arising out of the performance, purported performance or breach of these Terms and Conditions of Booking.

☐ **I have read and agree to these Terms and Conditions of Booking**

Name: _____

Date: _____

Signature: _____

Property Ref: _____