

# Terms and Conditions For YOUR STAY Apartments L.L.C.

Prior to departure and agent will contact the guest to go over the key drop ff/checkout procedure. Any key cards not returned will incur a replacement charge of 500AED per set.

Only the named individuals may stay in the apartment and must provide a valid passport prior to arrival. Guest will be liable for any theft or damage to the property and its contents from the time of entry to the time of departure.

## Deposit

A deposit of 1000AED will be taken on the day of arrival. This is to cover any loss or damage to items from the property, parties and or excessive noise and or smoking in the property. The deposit will be returned provided all terms and conditions are met.

Noise and disturbances will not be tolerated; YOUR STAY APARTMENTS reserve the right to ask a guest to vacate the apartment immediately and no refund will be issued.

## Card Details

UR Stay for security reasons will keep the card details of guests (securely) for the duration of their stay and will destroy them on the day of departure.

Any damages will be deducted from the security deposit.

## Car park

YOUR STAY APARTMENTS accepts no liability for any loss of items and or damages to vehicle whilst parked in the car park.

## Cleanliness Missing items

You are responsible for the Property during your stay – common sense should be applied at all times. The property shall be kept reasonably clean and tidy with security being considered at all times. Doors should be locked and windows closed when leaving the property unattended or when checking out. Any loss or damage caused to any property

(or its contents) including stains on carpets, towels and or bed sheets will incur a charge. **YOUR STAY reserve the right to charge you an additional fee of 150AED for additional cleaning costs should the property not be returned in an acceptable condition.**

## Missing items

There is a 100AED minimum fee for any missing or unusable items including any toiletries and or bed linen items.

## Pets

Pets are not allowed unless are guide dogs for visually impaired clients.

## Usage & Nuisance behaviour

The property cannot under any circumstances be used for partying, playing loud music or general nuisance behaviour. Guests must have regard for other occupants in the area.

Loud music cannot be played after 11pm and before 11am. YOUR STAY management reserves the right to terminate your stay if they deem such behaviour has occurred. **In the event of such a breach the full deposit of 1000AED will be deducted.**

## Check-In

**Please note on arrival guests must bring either the credit card they booked with and the passport ID of all the guests that are staying in the apartments. Passport copies must be sent to YOUR STAY prior to arrival, so we can generate a guest pass for each member, which will give you access to the building and its facilities.**

Check in is after after 3:00pm, any early arrivals must be confirmed with reservations prior to arrival.

## Check Out

12pm check out.

Late checked out can be arranged with reservations at the time of booking, please see below for charges:

Confirmed prior to departure = 150AED up until 2pm (may be negotiable depending on availability)

Unconfirmed = 250AED up until 2pm, after this time you will be charged for an additional night

Early check in can be arranged from 9am onwards subject to availability at a charge of 150AED

## Complaints

We do not expect and certainly do not want dissatisfied customers, but in the event that you are not entirely satisfied with the service offered, you should notify any complaint to our office as soon as possible and will take all reasonable steps to settle the problem.

### **Who can complain -**

Anyone affected by the way YOUR STAY provides services can make a complaint.

A representative may complain for the affected person if they:

- Have died
- Can not make a complaint themselves, or
- Have given consent for the representative to act on their behalf

If you are not happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

### **How to make a complaint –**

You can complain:

- 
- In person
- By telephone
- Through a member of our staff
- Through an advocate or representative

*Where someone complains orally we will make a written record and provide a copy of it within 3 working days*

- 
- By email

### **How we handle complaints –**

The Registered Manager or YOUR STAY may ask one of the management team of the specific branch where the guest has stayed to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint. We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write / email you with:

- Details of the findings;
- Any action we have taken; and
- Our proposals to resolve your complaint.

### **Time Limits –**

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than twelve months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

### **Contacting YOUR STAY –**

For complaints please use the following details –

YOUR STAY APARTMENTS L.L.C.

Office M49,

Jumeirah Living Marina Gate,

Mezzanine Floor,

Dubai Marina,

PO BOX 121828 Dubai UAE

Email- [contact@yourstay.ae](mailto:contact@yourstay.ae)

TEL - +97145964815

## Smoke free policy

All our properties are non-smoking. Should anyone smoke in the property you will be fined **150AED plus any additional cleaning costs**

## Cancellation

For bookings over 30 nights a 7 nights notice is required for a full refund, if less than 7 nights notice is given then guest will be charged 7 nights of stay.

In the case that the guest is already staying and wishes to vacate before the departure date 7 nights notice is required for a refund on the remaining nights. If less than 7 nights notice is given then guest will be charged 7 nights of stay.

For stays less than 30 nights our normal 24 hour cancellation policy applies.

Non-refundable room rates can not be cancelled and full payment will be taken in case of a no show.

**Please note all cancellations must be emailed to YOUR STAY at**

**[reservations@yourstay.ae](mailto:reservations@yourstay.ae)**

## Refunds

Refunds may take up to 7 days due to financial authorization

## Prices and Payment

All rates are quotes in local currency (AED) and exclude the Tourism Dirham fee, which is charged at 20AED per night for a two bedroom apartment and 10AED per night for a one bedroom apartment. Full payment will be taken on the day of booking to guarantee reservation. A valid credit card must be provided on booking.

## Extensions

If you wish to extend a stay, YOUR STAY requires notice in advance. Please give as much

notice as possible in order to facilitate your request. All extensions are subject to availability and rate change. A payment for an extension will be taken at the time of notification.

## Privacy Policy

All personal data is encrypted and will be processed in a secure way. YOUR STAY takes the privacy of your personal data very seriously. Your personal information will only be used to process your booking.

## DISCLAIMER

Guest should be aware at the time of booking that YOUR STAY does not take responsibility for Guests' possessions whilst they are staying in our properties. We take all reasonable steps to ensure your safety and safety of your possessions but advise you to arrange your own insurance. This applies to items left in the property and public areas. These Terms & Conditions and use of website are governed exclusively by UAE law.

## Prices & Payment

The prices of the property will be quoted in the local currency of the property location. It will not include any taxes, surcharges or amenities. Payments must be made in the same currency as the property location's local currency. Rates are based on a nightly rate. Prices may be subject to currency fluctuation, however, when a booking has been paid in full, there will be no increase. A valid credit card must be provided on booking.

## Confirmations

YOUR STAY can not be found liable if a client does not receive a confirmation due to IT issues, i.e. client supplying wrong email address or full mailboxes. In case a client did not receive a confirmation 24 hours after the booking has been made, it will be the

responsibility of the client to contact YOUR STAY to receive an update on the status of his or hers reservation.

## Amendments- General

If you want to amend your booking, please do so by email to [reservations@yourstay.ae](mailto:reservations@yourstay.ae) or by what's app to +971568592786

We cannot guarantee that any requests for amendments or changes in dates will be satisfied without cost.

## Equality and Non-discrimination Policy

YOUR STAY recognizes and conforms to the principles of Equality Act 2010 by creating an environment where all our guests are treated with dignity and respect. YOUR STAY welcomes guests from all backgrounds regardless of:-

- Age;
- Disability;
- Gender reassignment;
- Marriage and civil partnership;
- Pregnancy and maternity;
- Race;
- Religion or belief;
- Sex;
- Sexual orientation.

The area manager is responsible for ensuring that this policy is communicated effectively and is being implemented. If a guest feels that s/he has been a victim of discrimination s/he must immediately raise the issue with the area manager following the YOUR STAY complaints policy who will then refer it to the complaints manager. YOUR STAY will not tolerate acts of unlawful discrimination and all complaints or incidents of such alleged behaviour that are within our remit will be treated with necessary confidentiality and investigated, and appropriate action taken. Those who have raised a complaint under equal opportunities legislation will not be victimised. If a team member is found guilty of

discrimination they will be disciplined following the Disciplinary Procedure and this may lead to dismissal or contract termination if the team member is self employed.

## Amendments- Apartment bookings

We reserve the right to amend prices or to change accommodation without notice due to circumstances beyond our control. YOUR STAY takes all reasonable care to ensure that the information supplied on the website is accurate, however, we cannot guarantee its accuracy and we reserve the right to change this information at any time. Property information including, but without limitation, property details, photographs, virtual tours and/or floor plans is intended as a guidance only and should not be construed as statements of fact.

YOUR STAY makes no representations or warranties of any kind with respect to the website or the content contained on it, including any text, graphic, advertisement, link or other item.

Furthermore, YOUR STAY nor any contributor to its website make any representation or gives any warranty, condition, undertaking or term either expressed or implied as to the condition, quality, performance, accuracy for purpose of the content contained on the website or that such content will be accurate, up to date, uninterrupted or error free. \_

Save in respect of liability for death or personal injury arising out of negligence or for fraudulent misrepresentation, we and all contributors to the website hereby disclaim to the fullest extent permitted by law all liability for any loss or damage including any consequential or indirect loss or damage incurred by the guest, whether arising in contract or otherwise.

YOUR STAY will not be held responsible in any way for loss and/or damage to any personal belongings at the apartment nor will it be liable for the acts or defaults caused by third parties. Guests are advised to ensure their own insurance policies to cover loss or damage to personal property during their stay.

YOUR STAY reserve the right to terminate with immediate effect, any agreements with parties resident in officiated properties in the event of conduct deemed as anti-social,



immoral, improper, or illegal. Remittance will not be offered in any such event. Legal action will be taken where necessary. Investigation of such matters will be conducted on an individual basis.