

Terms & Conditions

Upon booking with MJ3 Management Solutions (Trading as MJ3 Relocations) you are deemed to have read in full and accepted the following Terms and Conditions:

Enquiries can be made via email at enquires@mj3properties.com or by calling 0161 883 7026

ID must be provided prior to check-in, in the form of a valid passport or Driving License. Guests should use the booking confirmation invoice email as a receipt of payment and confirmation of the booking made with MJ3 Relocations

Booking & Payment Procedure

Unless otherwise agreed under an Approved Corporate Account (see Relocation Addendum where applicable), all payments must be made in full in advance. Credit card details/payment information will be held on file to cover any damages or other costs. Upon receipt of payment we will send you written confirmation of your booking by email. You may extend your stay at any time, subject to availability. No extra fees are charged for last minute bookings.

Payment must be made in full, in advance by bank transfer or credit/debit card. All prices quoted are in UK Pounds Sterling and are correct at the time of publication. Payment must be made in UK Pounds Sterling. Bookings using a credit/debit card must be made by, or with the consent of the cardholder. Guests must be over 21 years old to make a booking.

Short-Stay Terms & Conditions (Less than 28 Nights)

All reservations for a short stay (defined as any stay less than 28 consecutive nights) are secured by a fully non-refundable payment. Refund policies for insurance-led bookings are governed by the notice periods defined in the MJ3 Relocation Addendum. No refunds will be issued for short-stay bookings regardless of the reason for cancellation or modification, or the amount of advance notice given. This non-refundable policy applies both prior to the scheduled check-in date (cancellation before arrival) and after check-in (early departure). Should a guest check out prior to the scheduled departure date, they forfeit the full payment for the entire reserved short-stay period.

Long-Term Stay Terms & Conditions

All payments made to secure the initial long-term reservation (the first 28 consecutive nights) are non-refundable, regardless of whether the cancellation occurs prior to check-in or if the guest checks out before the end of the initial 28 night period. Once the initial 28 night reservation has been completed, early termination of the stay is permitted only upon providing 14 full days' written notice prior to the intended Early Departure Date. The guest is responsible for payment covering the full 14-day notice period following the date the written notice is received, and any payments made for nights extending beyond this required 14-day notice period will be refunded. Furthermore, all long-term stays are processed on subsequent 28 night renewal cycles. Full payment for the subsequent 28 night period is strictly due 14 days prior to the current cycle's expiration date (the "Renewal Deadline"). If the required payment is not received by 11:59 PM on the Renewal Deadline, the reservation will be automatically considered non-renewed, the option to extend the stay is immediately forfeit, and the existing reservation will terminate at 10:00 AM on the final day of the current paid-for cycle.

Holding Deposit

We reserve the right to take a security deposit of up to £350 for any booking, this decision is made at our discretion. Deposits are taken by way of a credit/debit card or bank transfer and are refunded once keys are returned and the property is checked over for damages.

If We Cancel Your Booking

In exceptional circumstances it may be necessary for MJ3 Relocations to cancel a booking, in the event of this we shall make all reasonable efforts to offer a suitable alternative within our property portfolio, if we cannot offer alternative accommodation we will provide a full refund for the dates we cannot accommodate.

Amendments to Bookings If The Guest Amends a Booking

If a guest wishes to amend a booking (dates of stay, accommodation required, check in/out time), we will make all reasonable efforts to comply with the request(s) however the guest will be charged for any additional charges incurred. If the guest makes amendments to the booking once the stay has commenced we may not be able to comply with the request(s). If on any occasion the guest vacates the property early and wishes to terminate the remainder of their stay, this must be confirmed in writing and the keys be returned on the new agreed check-out date. – We accept no liability for loss, damage or expense and cannot guarantee reimbursement of any costs incurred. Similarly in the event of keys not being returned upon check-out, we reserve the right to charge guests for lock replacement, key replacement, building fob replacement, car park fob replacement.

If We Amend a Booking

MJ3 Relocations reserves the right to make any changes or amendments to any booking at any time. If it is necessary to amend a booking, we would make every effort to allocate an identical property, either in the same or a similar development, this may however not always be possible and another alternative may be offered. We are not obliged to provide any reimbursement or compensation.

Facilities & Services

Note: No items are to be removed from any properties or dismantled in any way. Furniture is not to be moved within the property.

Services

We cannot be held responsible for failure or interruption of services within or outside of the property or development building – this includes utilities, appliances and communications (Washing Machine, Tumble Dryer, Dishwasher, Television, Broadband, Wi-Fi, Electricity, Water, and Heating). We cannot be held responsible for inconveniences such as noise, access or supply of services caused by engineering or repair works within or in another part of the property.

If there is an interruption to any services, once we receive notification, we will use all reasonable efforts to rectify the issue within a reasonable period of time. Facilities and services in common areas within the building (i.e. lift, door system) are the responsibility of the building managers and not MJ3 Relocations.

We reserve the right to add or remove any of its services without prior notice. We endeavor to have each property cleaned and ready for new guests by the check in time, however on rare occasions and in the event of staff shortage there may be a delay in cleaning. In the event of this, guests will be given access to the property from the check in

time and the property will be cleaned as soon as possible. No compensation will be given for this.

Broadband

Wireless broadband (Wi-Fi) is available in all property locations and is provided free of charge. We cannot guarantee connectivity at any given time; however we endeavor to maintain the hardware and connection within all properties. If there is a fault with the hardware provided (wireless router) we will give support and maintenance. If the fault is deemed to be with the guests hardware/devices, support will not be available. If the Broadband sim or key/fob code is removed, taken or lost upon check out you will be charged £80 for a replacement.

Extra Beds

A travel cot can be provided and delivered to the properties at an extra cost (agreed at the time of booking). This must be booked at least 48 hours prior to arrival. We cannot guarantee availability at short notice and cots can only be delivered within office hours (9am-6pm Monday-Friday). Cot beds are only provided for infants aged 12 months and under you must supply your own bedding, pillow and duvet for the cot. **Extra Linen** Extra bed linen can be provided at a cost of £25.00 per set. Extra towels can be provided at a cost of £15.00 per set. Extra linen must be ordered within office hours (9am-6pm Monday-Friday) and can only be delivered within these hours.

Maid Service

For longer stays (28+ nights), fortnightly housekeeping is arranged at cost to keep the home at a high standard. (Additional cost not applicable to direct bookings - contact for further information). This service includes cleaning the property and refreshing the bed linen and towels.

Emergency Call Outs

The emergency number 07525539275 is provided to give guests a direct line to the host out of office hours, this number is only to be used for emergencies (Flood, Fire, Power Cut, and Lost Keys). If the number is used for any non-emergency reason, we reserve the right to charge the guest a call out fee of £150.00.

Luggage & Mail Storage

We do not provide any storage facilities for luggage or personal belongings, including post or packages. We cannot under any circumstances accept any of these items. We do not provide keys to the property post boxes, the post boxes are checked regularly and if requested, post will be delivered to the property, otherwise it is returned. There is no mail forwarding service if the guest has checked out already.

Number of Occupants

The number of persons permitted to occupy each property is limited to the number of beds (IE a 1 bed sleeps 2, a 2 bed sleeps 4). The property cannot be re-let/sublet to any other group/party without the written approval of MJ3 Relocations Under no circumstances may more than the maximum number of persons specified in the property description occupy the property. We reserve the right to refuse admittance or terminate the stay in the property to the hirer and their party if they are in breach of this condition.

Check-in, Check-out & Return of Keys

Check-in is from 3.00pm. Check-out is by 10am.

All keys, parking, building fobs and parking permits must be returned by 10am. LOST, DAMAGED OR NON RETURNED PARKING PERMITS WILL BE CHARGED AT £25 EACH.

LOST, DAMAGED OR NON RETURNED KEYS WILL BE CHARGED AT £25

LOST, DAMAGED OR NON RETURNED ELECTRONIC PARKING FOB WILL BE CHARGED AT £100

LOST, DAMAGED OR NON RETURN DOOR SENSOR FOB WILL BE CHARGED AT £50

If there is a delay in departing, MJ3 Relocations reserves the right to charge for an additional night's stay for every day the keys are not returned (in the case of long term bookings, the guest will be charged until the end of the next payment cycle). If a parking permit is not returned by 10am on the day of departure, a fine will be charged. Similarly in the event of keys not being returned, we reserve the right to charge guests for lock replacement, key replacement, building fob replacement, car park fob replacement. In the event of a late check-out or refusal to vacate the property by the booked check-out time, we reserve the right to remove all persons and property from the property. Any items left in a property past the agreed departure time are left at the owners risk – we accept no responsibility for these items and reserve the right to remove and store them. Lost property is kept in storage for no longer than 30 days and safekeeping is not guaranteed. Lost property can be posted back to you at your own cost with prior agreement and MJ3 Relocations will not accept any liability for any items that go missing. All guests are given one set of keys (and fobs etc), unless a second set is pre-arranged when booking. Second set's can be arranged after check-in but this is at the discretion of MJ3 Relocations and availability of additional keys/fobs.

Damages to Property & Payment of Additional Charges

Valid credit/debit card details must be supplied at the time of booking, in the event of damages to the property these card details will be used to charge the appropriate fines.

We reserve the right to deduct from the relevant credit/debit card, without prior notice, all amounts chargeable under these conditions.

The properties should be left in a reasonable state on departure, if (at our absolute discretion) we consider additional specialist cleaning is required (for example carpet cleaning to remove a stain), we will charge an additional fee of £150.00. When the duration of the booking is in excess of 28 days, a discretionary final cleaning charge of up to £150 may be charged. If a property is deemed unfit for occupation, you will be obliged to pay compensation to us for loss of revenues in addition to the costs of cleaning and repair. We reserve the right to Charge £150 (in addition to the general cleaning charges) for specialist cleaning to a property and/or its contents where it is left in an exceptionally bad condition or if we believe smoking has taken place in the property. Damages: Damages to the property or contents must be paid in full by you. In the event of Any breakages or damage discovered whilst your stay or after you vacate, we will notify you by e-mail or telephone immediately or within 10 days of your Departure, providing a detailed breakdown of the damage and where possible a cost of rectification. Where Possible, photographic evidence will also be supplied. It is your responsibility to check all items & that there is no damage to these items. Condition reports can also be provided at the beginning and at the end of the accommodation period if requested. Nothing in these

terms and conditions limits or excludes our liability for death or personal injury resulting From our negligence or for any damage or liability incurred by you as a result of fraud or fraudulent Misrepresentation by us or any liability that cannot by law be excluded. Subject to the above, we shall not be liable for any loss of profits, loss of business, depletion of goodwill And/or similar losses, loss of anticipated savings, loss of goods, loss of contract, loss of use, loss of Corruption of data or information, or any special, indirect, consequential or pure economic loss, costs, Damages, charges or expenses.

If you are booking for, as or on behalf of a business or business employee, that business shall indemnify us Against all liabilities, costs, expenses, damages and losses (including any direct or indirect consequential Losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable Professional costs and expenses) suffered or incurred by us arising out of or in connection with your, or Your businesses, breach or negligent performance or non-performance of these terms and conditions.

If you Are booking for, as or on behalf of a business or business employee, our total liability in contract, (Including negligence or breach of statutory duty), misrepresentation, restitution or otherwise arising in Connection with the performance or contemplated performance of your booking shall be limited to the fees Paid to us under your booking. We shall not be liable for any failure or delay in performance of our obligations which results directly or Indirectly from any cause or circumstance which is beyond our reasonable control, including (but not Exclusively) act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of Any government or authority (including but not limited to refusal or revocation of any licence or consent), Fire, flood, lightning, explosion, fog or bad weather, interruption or failure of a utility service (including but Not limited to electricity, gas, water or telecommunications), renovations undertaken at the property, strikes, lockouts or boycotts, embargo, blockade. Other than in relation to death or personal injury caused by our negligence, or any other liability that by law Cannot be excluded or restricted, our liability to you in relation to these conditions is limited to the higher of (i) GBP £1,000; and (ii) the value of the booking made with us.

Corporate & Agency Liability: Where a booking is instructed by a Relocation Agency or Insurance Provider (the 'Instructing Party'), that entity accepts primary liability for all costs incurred during the stay. This includes, but is not limited to: Repairs or replacements exceeding fair wear and tear, unpaid incidental charges (e.g., call-out fees or lost keys), and overstay costs. The Instructing Party shall indemnify MJ3 Relocations against all losses arising from the policyholder's breach of these terms, regardless of whether a cash deposit is held.

Car Parking:

Each property has a minimum 1 free parking bay only where applicable; the space will be available from 2.30pm on the day of Arrival and must be vacated by 10am on the day of departure

unless otherwise agreed in writing at the time of the booking with MJ3

Relocations

Liability

We cannot be held responsible for any theft and/or damage of your personal belongings during your stay in any properties booked. Therefore you are advised to ensure you have appropriate Insurances in place. All warranties, conditions and other terms implied by

statute or common Law or otherwise are, to the fullest Extent permitted by law, excluded from any contract with us and these conditions shall apply in their place. We regret that we cannot accept liability for any loss, damage or additional expense where the booking needs to be altered or cancelled or we are unable to perform our contractual obligations As a result of events of 'force majeure'. In these Booking Conditions 'force majeure' means any Event which could not have been reasonably foreseen, or the consequences could not have been Reasonably avoided, by us or the suppliers of the relevant services in question, even with the Exercise of all due care. Such events may include war or threat of war, civil strife, terrorist activity, Industrial dispute, natural or man-made disaster, fire, adverse weather conditions and all similar Events outside our or the relevant suppliers' control. Nothing in these terms and conditions shall affect your statutory rights if you are a consumer.

Law & Jurisdiction

These conditions and terms of contract and all matters arising there from are subject to the Law of England and Wales and in the event of dispute; the client will be subject to the Exclusive jurisdiction of the courts of England and Wales.

10. Termination by MJ3 Relocations

MJ3 Relocations has the right to terminate a booking at any time on the grounds of Partying, playing loud music, General Nuisance Behavior, Abusive to staff or other guests, mistreatment of the property, non payment or criminal activity on the Part of those occupying the property or their guests. In such circumstances, MJ3 Relocations is not obliged to provide or locate alternative accommodation. The period of notice is at the discretion of MJ3 Relocations

Injury or Loss

MJ3 Relocations cannot be held responsible for any personal injury to any guests while in one of our properties. Nor can we be held responsible for loss or damage to personal effects howsoever arising at the accommodation. Neither we, nor our representatives, can be held responsible for any circumstances beyond our control including, but not limited to, mechanical breakdown, illness or failure of any Public service supply.

Rights of Access

Representatives of MJ3 Relocations or their subcontractors have the right of access to the property at any time, with due regard to the convenience of the hirer, for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Pets

No pets are permitted without prior written consent. For insurance-led relocations, exceptions may be made subject to a mandatory pet-sanitisation surcharge as outlined in our Relocation Addendum The client is liable for any infringement of this rule. MJ3 Relocations has the right to terminate your stay, if they deem such behavior has occurred. In the event of such a breach, No refund will be made if such behavior is deemed to have occurred. A surcharge of £150 will be made if evidence of pets is discovered in the property.

Smoking

Smoking is not permitted in the properties or in the internal communal areas of the

property blocks. Smoking is permitted on external balconies where present in an property only. A surcharge of £150 will be made if evidence of smoking is discovered in the property.

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 us of any complaint to our office within 24 hours of the event/issue to MJ3 Relocations by email to enquiries@mj3properties.com, We will take all reasonable steps to settle the problem. MJ3 Relocations shall not have any liability for any complaint submitted after the completion of the stay period.

Information

All information supplied by MJ3 Relocations is given in good faith and is based on information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made either in writing or otherwise, but MJ3 Relocations is not liable for any variation however caused. We MJ3 Relocations have the right to add or remove any of its services or facilities without prior notice.

Interest

Interest on overdue invoices shall accrue from the date when payment becomes due, From day to day, until the date of payment, at a rate of 4% above NatWest Bank base rate In force at the time and shall accrue at such a rate after, as well a before any judgement.

Legal Status: Licence to Occupy

You agree that the booking is for a short-term stay for leisure, business, or temporary purposes and does not give rise to an assured shorthold tenancy or lease. It is an excluded agreement within the meaning of s.3A(7)(a) of the Protection from Eviction Act 1977. You will not be entitled to any rights under any statutory provision including, without prejudice to the foregoing generality, the Rent Act 1977, any assured tenancy or assured shorthold tenancy under the Housing Act 1988, or any tenancy arising under or in terms of, or regulated by the Housing (Scotland) Act 1988, Housing (Scotland) Act 2006, Housing (Scotland) Act 2014, Private Housing (Tenancies) (Scotland) Act 2016, including in each case any amendment or re-enactment of any such statute for the time being in force.

- **Right of Entry:** MJ3 Relocations and its contractors reserve the right to enter the property at all reasonable times for cleaning, linen changes, and maintenance.
- **Relocation:** We reserve the right to move guests to an equivalent property within our portfolio if operational requirements dictate.

Usage & Nuisance Behavior

The properties cannot under any circumstances be used for partying, playing loud music or General nuisance behavior. Guests must have regard for other occupants in and/or around the building. MJ3 Relocations Reserve the right to terminate your stay if they deem such behavior has occurred. In the event of such a breach, no refund will be made,

if such behavior is deemed to have occurred and an additional fee of £250 will be charged. An additional fee of £150 will be charged for any extra cleaning to the property. The number of people permitted to occupy each property is limited to the number of beds. In some properties extra beds can be provided and this will be at an extra charge to be agreed at the time of booking. Hen/stag & Group Bookings, We do not knowingly accept bookings of this nature. Group bookings will be required to give a reason for their stay. If the booking is allowed and guests are found to be holding parties of any kind, you will be evicted immediately with no refunds due & a fee of £250 will be charged. Use of the properties for any behavior deemed by the management of MJ3 Relocations to be inappropriate or illegal will result in the immediate eviction of all guests without refund and, where necessary, reporting to local Police authorities for further investigation. Utilities are included; however, we reserve the right to charge for consumption exceeding 20% of the property's historical average.

Property Specification

Reasonable care has been taken that the content of our website (and/or other means of promotion or advertising) is correct but it is subject to amendment at any time without notice. All content on our website (and/or other means of promotion or advertising) is published in good faith. We do not warrant that the content of our website (and/or other means of promotion or advertising) accurately or completely describe any of the properties. Our web site may link to other web sites and we are not responsible for the data policies, content or security of these web sites. You should note the following points about properties:

- * Properties are individual and vary in style, size and layouts so furnishing details are not uniformly standard. Although accommodation and location are confirmed in advance, the exact property cannot be guaranteed prior to arrival and can be subject to change at any time;
- * Our website (and/or other means of promotion or advertising) may contain a plan of the layout of the property. The plan will only be a general representation of the accommodation. Actual unit size, design, fixtures, furnishings and facilities may vary from those shown on the plan; We MJ3 Relocations have the right to add or remove any of its services or facilities without prior notice.
- * The number of people permitted to occupy each property is limited to the number of beds. In some properties extra beds can be provided and this will be at a charge to be agreed at the time of booking. If the number of people permitted to occupy a property is exceeded, we may refuse access to the accommodation and reserve the right to charge for additional properties;
- * You and your party must comply with any rules and regulations set by us. We recommend that you take time to familiarise yourself with the safety procedures in the properties, the building and local area, paying particular attention to fire evacuation details and security;
- * You and the other members of your party are responsible for payment of the stay, any charges made for use of facilities, such as additional laundry services, and for any other fees levied by us for the use of amenities;
- * Where internet or broadband connectivity is available, you agree to use such services in a responsible manner and not for any illegal purpose.
- * We shall use reasonable endeavors to retain any items left in properties for up to 1 month after the guest's departure date. Please email enquiries@mj3properties.com for

enquiries relating to any lost items.

*For further information on individual properties please email:
enquiries@mj3properties.com

Discounts

All discounts/promotions promoted and distributed by MJ3 Relocations via web/email/print/phone are subject to change/expiry/refusal at any time. MJ3 Relocations reserves the right to change/refuse the details of promotions without notice. All valid promotions/discounts are added to the order before payment when booking; this allows clients to see whether or not the promotion has been added to the order. MJ3 Relocations cannot apply discount/promotional codes for bookings over the phone or after the order has been placed.

Included As Standard

MJ3 Relocations often provide toiletries & condiments on arrival, these are complimentary and provided at the discretion of MJ3 Relocations. Toiletries, condiments etc will not be replenished throughout the stay; it is not the responsibility of MJ3 Relocations to provide such items.

As standard, MJ3 Relocations will often (but is not obliged to) provide the following on arrival; Sample of washing up liquid, one toilet roll, one dishwasher tablet, one jay cloth, one bin bag, selection of toiletries, complimentary condiments. Store cupboards These are for staff use only, any sundries removed from the cupboard will be charged at £10.00 per item. All items are stock checked after every visit.

Fulfillment & Partner Network: MJ3 Relocations operates a hybrid model. We reserve the right to fulfill accommodation requests through our directly managed portfolio or our vetted Partner Network of professional hosts. In all instances, MJ3 remains the primary point of contact for billing, compliance, and guest support, ensuring all properties meet the 'MJ3 Relocations' standard.

Acceptance of Terms and Conditions / Contract of Hire

All bookings are subject to these terms and conditions that are deemed to have been accepted in full by the hirer and all persons in the party. Payment of deposit and/or Property fee also indicates acceptance of these Terms and Conditions.