



lowcostbedsagents.com

part of the lowcost travel group

Accommodation Only Terms and Conditions

These terms apply to all accommodation bookings with Lowcostbeds.com Limited of Sussex House, London Road, East Grinstead, Sussex, RH19 1HH. Lowcostbeds.com Limited is registered in England no 4371920. Lowcostbeds.com Limited acts as the booking agent for the hotels, villas and apartments featured on this web site. These terms apply to all members of the party you are booking on behalf of and it is a condition of sale that you make the lead name on the booking fully aware of them, and provide them with a copy. The Travel Agent is acting as the agent of the customer when making a booking with Lowcostbeds. These terms detail the travel agents responsibilities as the agent of the customer when making a booking with Lowcostbeds. It is the responsibility of the travel agent to advise the customer of the booking conditions contained in all of the paragraphs below. Your credit limit at anytime will be limited to £20,000 unless otherwise authorised by the Sales Director. Requests for increased credit limit can be made by emailing salesupport@lowcostbeds.com

● 1. Your Contract

The person making your booking must be UK resident and at least 18 years of age, and must be authorised to make the booking on behalf of all members of your party. That person is also responsible for making all payments due to us.

The booking is confirmed and a binding contract comes into existence, only when Lowcostbeds.com Limited has issued a booking reference, and a booking confirmation, and has received payment of the deposit due. The date of the contract is the date that appears on the confirmation. Once the contract is made the accommodation provider is responsible to the customer to provide them with the accommodation booked, and you are responsible for providing payment to Lowcostbeds.com Limited, subject to these terms and conditions and the specific conditions of the accommodation chosen.

The booking confirmation will identify the name and address of the accommodation, which you have booked. Please check all details carefully and notify us immediately of any discrepancies.

Lowcostbeds.com Limited then reserves the right to cancel the booking if any balance due is not received by the due date. In that case you will be advised by email, and cancellation charges as outlined below will be charged.

It is the responsibility of the agent to notify Lowcostbeds.com Limited of any change in your contact details.

● 2. Prices and Payment Process

Prices are quoted in full including taxes and service charges at the time of the booking. If you book more than 8 weeks before departure, a deposit of 25% of the total value of the booking is required at the time booking is made, and the balance is then due 4 weeks before departure.

If you book within 4 weeks of your date of arrival you must pay the full price when you book.

Prices can go up or down, but we guarantee that once you have booked the price on your booking confirmation will not change unless you, or your customer, make an amendment to the booking details.

We reserve the right to correct errors in both advertised and confirmed prices. We will do so as soon as we become aware of the error.

Payments for extras (such as incidental charges, mini-bar charges, laundry and telephone bills or any extra nights) should be made directly to the hotel when the customer's check out. On arrival at the hotel they may be asked for an imprint of their credit or debit card, so please be sure to ask them to take it with them.

As we act as the agent for the supplier(s) concerned, we reserve the right to pass on to you in full all additional costs and charges of whatever nature is imposed by the supplier(s) in accordance with its own terms and conditions

● 3. Star Ratings

Star ratings are used to symbolise the overall quality and level of standards of each, hotel, apartment, or villa. Our ratings are based on criteria including the range and standard facilities, the quality of the furnishings, the quality and range of the food outlets, and the overall level of service. The range from 2 star, where you can expect simple accommodation with limited facilities, to 5 star accommodation which is likely to have a full range of facilities of the highest standards.

Our ratings do not always coincide with the official ratings as they vary significantly by country, and often within countries. Also, not all countries have rating systems. Where available the official rating of each property is shown with the description.

Key ratings are not an indication of star ratings

● 4. Room types

Single Room: Contains one single bed.

Twin Room: Contains two single beds, and is suitable for either one or two people.

Double Room: Contains one double bed, and is suitable for either one or two people.

Triple Room: Most rooms for three are large double or twin rooms that can take an extra bed in the form of a camp bed, rollaway bed.

Quad Room: Most rooms for four people are large double or twin rooms, with either two double beds, or twin beds, and two extra beds in the form of camp rollaway or bunk beds.

Studios: These can be for two, three, or four people, but with the third or fourth bed often in the form of a camp bed, sofa bed, rollaway bed, or bunk bed. Studios also have kitchenettes or kitchens as specified.

One Bedroom Apartments: Typically these sleep two people in the bedroom, and an additional one or two people in the living room, in camp beds, sofa beds, rollaways, or bunk beds. One bedroom apartments also have kitchenettes, or kitchens as specified.

Two Bedroom Apartments: As for the one bedroom apartments, but with an additional two people in the extra bedroom. Two bedroom apartments also have kitchenettes or kitchens as specified.

Three Bedroom Apartments: As for the two bedroom apartments, but with an additional two people in the extra bedroom. The two bedroom apartments also have kitchenettes or kitchens as specified.

Suites: Unless otherwise stated in the hotel descriptions a junior suite typically comprises a larger room with a luxury area, whilst a suite has a separate bedroom and living room.

● 5. Accommodation Descriptions

Lowcostbeds.com Limited takes every reasonable care to ensure that the information published about each hotel, villa, or apartment is accurate; however as we act as the agent of the accommodation or the agent of the accommodation supplier we cannot accept liability for errors or omissions in the descriptions. Facilities and amenities in accommodation may be temporarily unavailable for operational reasons, where this happens we will do our best to advise as soon as possible.

Cancellations:

You can cancel your booking free of charge within 24 hours of making it, provided that the booking was made more than 7 days in advance of your planned arrival date at the accommodation.

Cancellations must be made by e-mail to cancel@lowcostbeds.com by the agency that made the original booking, and paid the deposit. The e-mail must contain the booking reference together with the accommodation name. If the customer cancels within 24 hours of booking, and outside of the 7 days prior to your arrival we will refund the deposit by re-crediting the agency that originally paid. Cancellations are effective from the time they are received by us.

The following cancellation charges will apply for all the other periods

Date of Cancellation	Charge
From time of booking to 28 days before arrival	25% of booking
Between 27 days and 72 hours before arrival time	50% of booking
Within 72 hours of arrival	100% of booking

No refunds will be given for stays that are ended earlier than planned.

If your arrival date at your accommodation is delayed for any reason, you must advise Lowcostbeds.com Limited at the earliest opportunity. If you do not advise the hotel or us directly prior to your arrival date, then your entire booking will be cancelled, and you will be charged as above.

If your arrival is delayed, please contact the accommodation directly. Many hotels or apartments only hold arrival rooms until 4pm, unless they have been specifically advised of a later arrival, so you could lose the room that has been allocated to you.

● 6. Changes

Any changes to your booking after the deposit has been paid will be subject to a £25 administration fee per amendment. If the change adds value to the booking (for example, an upgrade, or additional nights) then administration fee will be waived.

In the unlikely event that we are notified by the proprietor of the hotel, apartment or villa that they cannot provide the accommodation booked, you can either cancel free of charge, and your deposit will be refunded, or accept alternative accommodation of equivalent standard (if applicable). Where we are notified of changes we will contact you as soon as possible but will have no other liability towards you or the customer.

● 7. If We Change Your Holiday

We start planning the holidays we offer many months in advance. Occasionally, we have to make changes to details both before and after bookings have been confirmed and cancel confirmed bookings. Whilst we always try to avoid changes and cancellations, we must reserve the right to do so.

Most changes are minor. Occasionally, we have to make a 'significant change'. 'Significant changes' include the following changes when made before departure:

- a change of accommodation to that of a lower official classification or standard for the whole or a major part of the time the customer is away
- a change of accommodation area for the whole or a major part of the time the customer is away
- The closure of the only or all advertised swimming pool(s) at the accommodation for an extended period

If we have to make a significant change or cancel, we will tell you as soon as possible. If there is time to do so before departure, we will offer the customer the choice of the following options:

- (a) accepting the changed arrangements or
- (b) purchasing an alternative holiday from us, of a similar standard to that originally booked if available (if the chosen alternative is less expensive than your original one, we will refund the difference but if it is more expensive, we will ask for the difference to be paid) or
- (c) cancelling or accepting the cancellation in which case the agent will receive a full and quick refund of all monies the agent has paid to us.

Please note, the above options are not available where any change made is a minor one.

If we have to make a significant change or cancel 10 weeks or less before departure, we will pay the customer compensation subject to the following exceptions. Compensation will not be payable and no liability beyond offering the above mentioned choices can be accepted, where we are forced to make a change or cancel as a result of unusual and unforeseeable circumstances beyond our control, the consequences of which we could not have avoided even with all due care. No compensation will be payable if we cancel as a result of the customer's, or the agents failure to comply with any requirement of these booking conditions entitling us to cancel (such as paying on time).

In all cases, our liability for significant changes and cancellations is limited to offering the customer the above mentioned options and, where applicable, compensation payments. We regret we cannot pay any expenses, costs or losses incurred by the customer or the agent as a result of any change or cancellation. No compensation is payable for minor changes or where we make a significant change or cancel more than 10 weeks before departure.

● 8. Complaints

If the customer is dissatisfied with your accommodation, they must advise the accommodation directly, in order to give them the opportunity to rectify the problem.

The customer may lose the right to compensation if they fail to do so. If the issue is not resolved to the customer's satisfaction then they should contact our local agent on the number provided to the customer on our voucher.

We will act as an intermediary agent to try to resolve any complaint. In the unlikely event that we are unable to do so, and the customer wishes to take matters further, they must do so directly with the accommodation.

If the issue has not been resolved locally and your customer is still dissatisfied in any way with our booking service, you should notify us by e-mail within 28 days of your return to customerservices@lowcostbeds.com, quoting your booking number

● 9. Our Responsibility To The Customer / Travel Agent

We promise to use reasonable skill and care in the performance of our contractual obligations subject to, and in accordance with, these Booking Conditions. Our contractual obligations consist of using our reasonable skill and care in making your booking and arranging your accommodation as well as using our reasonable skill and care to ensure that accommodation providers use their reasonable skill and care to provide your accommodation subject to, and in accordance with, our contract. Please note that it is the customer's responsibility to show that reasonable skill and care has not been used if you or your customer wishes to make a claim.

We will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which does not result from any failure to use reasonable skill and care as referred to above. By way of example, this will include any claim which results from any of the following:

- a) the fault of the person(s) affected or any member(s) of their party or
- b) the fault of a third party not connected with the provision of your accommodation which we could have not predicted or avoided or
- c) an event or circumstance which we or the accommodation provider could not have predicted or avoided even after taking all reasonable care or
- d) the fault of anyone who is not carrying out work for us (generally or in particular) at the time

In addition, we will not be responsible where the customer does not enjoy their holiday, or suffer any problems because of a reason you, or the customer did not tell us about when the accommodation was booked or where any problems you suffer did not result from any breach of our contract or other fault of ourselves or where any losses, expenses, costs or other sum you have suffered relate to any business

We cannot accept responsibility for any services which do not expressly form part of our contract. This includes, for example, any additional services or facilities which your accommodation provider agrees to provide for you where the services or facilities are not advertised on our website and we have not agreed to arrange them, any other services which make up your holiday other than your Lowcostbeds accommodation as applicable (referred to as force majeure). By way of example, force majeure includes fire, flood, exceptional weather conditions, epidemics, or inconvenience caused by circumstances beyond our reasonable control. Such circumstances include but are not limited to war, threat of war, riots, civil strife, or terrorist activity, industrial disputes, natural or nuclear disasters, airport closures, interruption or failure of a utility service or the acts of any local or national government.

No compensation, expenses, costs or other sums of any description (including without limitation the cost of securing alternative accommodation) will be payable in such circumstances by either the accommodation provider or Lowcostbeds.com Limited

Except where otherwise expressly stated in these conditions we will not be liable for any changes, cancellations, effect on your holiday, loss or damage suffered by you or for any failure by the accommodation providers and / or ourselves to perform or properly perform any of our respective obligations to you which is

due to any event(s) or circumstance(s) beyond the reasonable control of the accommodation provider concerned and/or Lowcostbeds.com Limited

We act as agent only for all booking made in the call centre, taken on our trade website(s) , or booked via xml link on the travel agents behalf. We accept no liability in relation to any contract you enter in to or for any accommodation, transfers, or any other arrangements (accommodation, transfers, or any other arrangements known as "suppliers") that our made via our call centre, websites and xml link, or for any of the acts or omissions of any suppliers connected with the arrangements concerned.

We do not sell or offer for sales any "packages" or acts as an "organiser" within the meaning of the Package Travel, Package Holidays and Package Tours regulations 1992 and these Regulations do not apply to any booking that you make

On this website we only accept bookings from Travel Agents. In making the booking the Travel Agent will do so as the agent of the customer, and we will pass to the Travel Agent part of the commission that we receive from the supplier in respect of the booking.

We act only as the agent for the supplier(s) concerned. The contract for your customer's arrangements is directly with the supplier(s) concerned. We accept no liability in relation to the arrangements themselves or for the acts or omissions of the supplier(s) concerned. For all bookings the terms and conditions of the supplier will apply to your contract.

However, in the event that that we are found liable on any basis whatsoever in relation to your booking our maximum liability if we are found to have been at fault in relation to any service we provide as agent for the supplier(s) concerned (as opposed to any service provided by the supplier(s) for whom we are not responsible) is limited to twice the cost of the booking in question. We do not exclude or limit any liability for death or personal injury which arises as a result of our negligence or that of our employees whilst acting in the course of their employment.

Lowcostbeds.com Limited reserves the right to change these conditions at any time.

● 10. Insurance

It is the responsibility of the travel agent to ensure that the customer is in possession of a travel insurance to cover the medical costs, third party liability and cancellation charges. We cannot accept any responsibility for the customer in the event they are not covered by a policy.

● 11. Accommodation

Only those persons named at the time of booking, or subsequently advised, can occupy the accommodation. Should any damage be caused by you or any member of your party to the accommodation or its contents, you will be required to arrange immediate reimbursement before the end of your stay.

● 12. Check In / Out Times

Normal check in/out times varies by property but as a rule, please use this guide.

Check In: **3pm**
Check out: **11am**

Rooms may be kept on later, to be agreed with the property direct, for an extra charge.

● 13. Passports and Visa

All passengers must be in possession of a valid passport and, if necessary, a visa. It is the customer's responsibility to meet the requirements of the countries they are visiting and we regret that we cannot accept any responsibility for costs incurred if you fail to be admitted to any country.

● 14. Health and Safety

Health formalities can change, and we recommend you visit your doctor well before traveling to obtain advice. Infrastructure and safety standards in many foreign countries are generally much lower than those to which we are accustomed in the UK, and you are advised to take extra care for your safety whilst traveling. For further information, see www.fco.gov.uk.