

Lavanda General Terms and Conditions for Introduced Block Prospective Clients and Introduced Individual Landlords.

Client Contract/LVL Client Contract

This agreement is dated on [DATE]

Parties

1.1 [COMPANY NAME] is a company registered in [INSERT COUNTRY] with company number [COMPANY NUMBER] whose registered office is at [COMPANY ADDRESS] (the "Property Manager", "we" and "us")

1.2 [COMPANY NAME] is a company registered in [INSERT COUNTRY] with company number [COMPANY NUMBER] whose registered office is at [COMPANY ADDRESS] (the "Customer") or [NAME OF INDIVIDUAL PARTY] of [ADDRESS] (the "Customer")

1. Agreed Terms

1.1. These terms and conditions apply to the supply of certain property management services (defined below) by us to you (the "Contract"). They apply to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

1.2. This Contract will commence on the date that it has been signed by both parties and will govern the relationship between the Customer and the Property Manager relating to its subject matter. This Contract will continue until terminated in accordance with clause 10 (Termination).

1.3. We will provide the Services to you in accordance with this Contract from [DATE].

1.4. This Contract is the entire agreement between you and us in relation to its subject matter. You acknowledge that you have not relied on any statement, promise or representation or assurance or warranty that is not set out in this Contract.

1.5. This Contract is made only in the English language.

1.6. You should keep a copy of this Contract for future reference.

2. Definitions

2.1. "Booking" means a written contract for the short term letting of the Property by a Guest.

- 2.2. "Break Fee" means the sum payable to us for early termination of this Contract in accordance with Schedule 3.
- 2.3. "Business Day" means a day other than a Saturday, Sunday or public holiday in England, when banks in London are open for business.
- 2.4. "Customer" means the person or company to whom we are charging the Management Fees and supplying the Services and references to "you" and "your" shall be interpreted accordingly.
- 2.5. "Excluded Services" means the services listed in Schedule 1.
- 2.6. "Business Hours" means 9am to 5pm on a Business Day.
- 2.7. "Guest" means the person(s) or company that is letting the Property.
- 2.8. "Guest Fees" means the total fees payable to you by the Guest in respect of the Booking (and which we will collect in our client account on your behalf).
- 2.9. "Hired Items" means fresh bed linen, towels and other items that we will provide as part of the Services, save for the Welcome Pack as more particularly described in Schedule 2.
- 2.10. "Host Fees" means the Guest Fees less our Management Fees, applicable taxes and expenses in accordance with Schedule 3.
- 2.11. "Host Profile" means the online description of the Property on a Listing Site and includes photographs of the rooms, details of its location, amenities and calendar availability.
- 2.12. "Lavanda" means Lavanda Ventures Ltd, a company registered in England and Wales with company number 09059982 whose registered address is at The Record Hall Business Centre, 16-16a Baldwin's Gardens, London, United Kingdom, EC1N 7RJ and whose business is to facilitate short-term rental management arrangements via certain technology platforms and solutions.
- 2.13. "Lavanda Home Guarantee" has the meaning given to it in clause 11.3.
- 2.14. "Listing Site" means any website or mobile app which lists properties available for short term lets, including, but not limited to, www.airbnb.co.uk and www.homeaway.co.uk.
- 2.15. "Maintenance Handling Fees" has the meaning given to it in clause 6.3.
- 2.16. "Management Fees" means the fees payable to us by you for our Services in accordance with Schedule 3.

2.17. "Property" means each property identified by you in writing where the Guest will stay and to which the Hired Items will be delivered, used and collected.

2.18. "Services" means the services we will provide as set out in clause 6.

2.19. "Statement" has the meaning given to it in clause 9.2.

2.20. "Welcome Pack" means those items that we provide to the Guest at the Property alongside the Hired Items. The Welcome Pack contents will vary but may include basic refreshment items such as tea, coffee and milk sachets, single use washing materials and basic functional information about the Property.

2.21. "Works" has the meaning given to it in clause 6.3.

3. Appointment

3.1. You hereby appoint us as the sole provider of the Services or similar property management activities in respect of the Property for the duration of this Contract.

3.2. You authorise our employees and/or contractors to access the Property at all reasonable times in order to perform the Services.

3.3. We will endeavour to achieve desirable Guest Fees rates for you in line with seasonality or other spikes in local demand.

3.4. You hereby authorise us as your exclusive agent in respect of the Property for the duration of this Contract to:

3.4.1. negotiate and otherwise conclude Bookings with Guests in your name and on your behalf, without prior reference to you, it being understood that we will not be a party to such contracts and we will not accept any liability arising out of or in connection with such arrangements;

3.4.2. issue invoices and collect payments of the Guest Fees on your behalf in respect of the Bookings; and

3.4.3. create Host Profiles on your behalf or provide us with access to any Host Profile created by you by disclosing your current username and password from time to time to us in writing immediately on request and you hereby consent for us to provide the Property Manager and/or Lavanda with access to your Host Profiles for their internal business purposes. For the avoidance of doubt, upon creation of the Host Profiles ownership of all intellectual property rights and interests contained therein shall vest in Lavanda.

4. Warranties and Customer Responsibilities

- 4.1. You warrant that you have obtained and shall maintain all necessary licences and consents necessary in accordance with applicable laws and regulations to carry out short-term lets of the Property. You warrant that you have the right to enter into this Contract and offer the Property for short-term lets, generally and specifically for the dates booked by the Guest.
- 4.2. You warrant that the Property has all valid safety certificates and equipment required by applicable law and local authority regulations at all times. This includes but is not limited to smoke and carbon monoxide alarms and fire extinguishers, the energy performance certificate, the gas safety certificate and the portable appliance testing certificate. If requested, you will immediately provide copies of the aforementioned certificates and any other evidence that we may require.
- 4.3. You will:
- 4.3.1. co-operate with us in all matters relating to the Services;
 - 4.3.2. provide to us in a timely manner all documents, information, items and materials in any form (whether owned by you or third party) that we reasonably require in connection with the Services and ensure that they are accurate and complete in all material respects;
 - 4.3.3. ensure that all furniture and appliances in the Property are in good working order and suitable for the purposes for which they are used and conform to all relevant United Kingdom standards or requirements;
 - 4.3.4. obtain and maintain all necessary licences and consents and comply with all relevant legislation as required to enable us to provide the Services in all cases before the date on which the Services are due to start; and
 - 4.3.5. keep and maintain the Hired Items in good condition and not dispose of or use the Hired Items other than in accordance with our written instructions or authorisation.
- 4.4. If our performance of our obligations under this Contract is prevented or delayed by any act or omission by you, your agents, subcontractors or employees, then, without prejudice to any other right or remedy we may have, we will be allowed an extension of time to perform our obligations equal to the delay that you have caused.

5. Services

- 5.1. Subject to the Excluded Services set out in Schedule 1, we will carry out the following services in connection with each Booking:
- 5.1.1. Check-in support:

- 5.1.1.1. handle all Guest enquiries;
- 5.1.1.2. manage the Property's calendar of availability;
- 5.1.1.3. vet prospective guests and confirm reservations;
- 5.1.1.4. meet and greet the Guest at the agreed time, or provide alternative services to arrange access to the Guest;
- 5.1.1.5. give the Guest a tour of the Property if meeting the guest in person; and
- 5.1.1.6. hand over the keys to the Property.

5.1.2. Housekeeping:

- 5.1.2.1. remove all rubbish, plates and cutlery from every room used by the previous Guest at the Property;
- 5.1.2.2. spray clean all visible surfaces at the Property;
- 5.1.2.3. clean the bathroom, sink, toilet etc;
- 5.1.2.4. make up the beds being used by the Guest at the Property;
- 5.1.2.5. deliver and collect the Hired Items as appropriate;
- 5.1.2.6. vacuum the carpets and mop the floors in the main rooms at the Property;
- 5.1.2.7. check whether all electrical equipment and appliances (including light bulbs and television remote controls) at the Property are working;
- 5.1.2.8. provide a Welcome Pack for use by the Guest (subject to availability);
- 5.1.2.9. check for physical damage to the Property; and
- 5.1.2.10. carry out a final visual check prior to a Booking to ensure that the Property is ready for the Guest.

5.1.3. Marketing:

- 5.1.3.1. professionally photograph the interior of the Property for advertising purposes; and

5.1.3.2. market the Property via Listing Sites.

(collectively the "Services").

5.2. For the avoidance of doubt, we will not be a party to any contract between you and a Listing Site or any other service provider. We cannot provide any advice with respect to such contract and we will not accept any liability arising out of or in connection with such arrangements. You may use photographs from the Host Profile for your own purposes unless otherwise notified in writing.

5.3. In the course of providing the Services, we may be required to contract certain third party service providers to maintain or repair the Property ("Works"). By accepting this Contract you authorise us to do this on your behalf, and will indemnify us for any costs incurred. You hereby grant us the right to procure the performance of Works at our discretion up to the value of £250. We will use reasonable endeavours to obtain your consent before commencing any Works costing more than £250 unless the Works are deemed an emergency and are required urgently to protect the Property or the Guests (collectively the "Maintenance Handling Fees"). In the first instance, we will deduct these amounts from Guest Fees before the Host Fees are paid to you (provided that these amounts already exist in the client bank account that we have for the Property).

5.4. You must pay the applicable fees as set out in Schedule 3 as required from time to time in connection with the Services.

5.5. You must maintain sufficient insurance for the Property and contents belonging to you including specialised cover for short-term rental in accordance with clause 11.3.

6. Use of Hired Items

6.1. The Hired Items are only permitted for use by the Guest at the Property and for the purpose for which those Hired Items were designed.

6.2. Hired Items must not be damaged, altered, rented, sold or advertised for rent or sale. The Hired Items shall at all times remain at the Property.

6.3. You will give immediate written notice to us in the event of any loss, theft or damage to the Hired Items and you will indemnify us for any costs or expenses arising out of or in connection with your or a Guest's possession or use of the Hired Items. In the first instance, we will deduct these amounts from the Guest Fees before the Host Fees are paid to you (provided that these amounts already exist in the client bank account that we have for the Property).

7. Property Availability and Cancellation

7.1. You acknowledge that there is no commitment to a set period of availability for you to use the Property in a private capacity.

- 7.2. You must keep us informed of the Property's availability for bookings. Once the Property is listed as available for a given period, you must ensure that the Property is available for that period, even after termination of the Contract.
- 7.3. Failure to ensure that the Property is available may result in you being liable for the cost of sourcing suitable alternative accommodation for any Guest that has booked the Property for that period.
- 7.4. Guest cancellations will be subject to the terms and conditions in place between you and the Guest. Cancellations may affect your income and our Management Fees depending on the circumstances.
- 7.5. You will provide us with at least four sets of keys and access fobs (if applicable) to the Property, or grant us the right to copy up to at least four full sets at your expense. We will hold one set of keys and an access fob (if applicable) in a secure third-party location near the Property to be used for operational purposes, and in extreme and very unusual circumstances to give Guests access to the Property.

8. Payment

- 8.1. You permit us to manage the price for letting the Property and you permit us to collect the Guest Fees in our client bank account on your behalf.
- 8.2. We will issue you with a statement (the "Statement") within 14 days of the end of each calendar month specifying:
 - 8.2.1. the total Guest Fees received and any sums payable which have not been received;
 - 8.2.2. the Management Fees; and
 - 8.2.3. the Host Fees.
- 8.3. At the same time as issuing a Statement, we will issue you with a VAT inclusive invoice via the relevant Listing Site specifying the amount of Management Fees payable in accordance with the Statement.
- 8.4. Within 30 days of the end of each calendar month we will pay you the Guest Fees less the Management Fees (including VAT) and any expenses in satisfaction of the corresponding invoice in arrears. If insufficient funds are available in our client bank account then you must pay the balance of the Management Fees due within 30 days of the invoice date. For the avoidance of doubt, the Customer shall be solely responsible for the payment of any applicable taxes in respect of the Host Fees.
- 8.5. Without prejudice to any other right or remedy that we may have, if you fail to pay us any sums due in accordance with clause 9.4:

8.5.1. you will pay interest on the overdue sum from the due date until payment of the overdue sum, whether before or after judgment. Interest under this clause 9.5.1 will accrue each day at 4% a year above the Bank of England's base rate from time to time, but at 4% a year for any period when that base rate is below 0%; and

8.5.2. we may suspend all or part of the Services until payment has been made in full.

9. Termination

9.1. This Contract can be terminated by either party giving at least 30 days' written notice to the other party. Earlier termination will be at our sole discretion and you may be charged a Break Fee in accordance with Schedule 3. For the avoidance of doubt, all existing or confirmed Bookings within the notice period must be honoured. By accepting this Contract you agree to indemnify us against any losses or costs that we incur arising from claims from Guests that have been required to obtain alternative accommodation as a result of your cancellation of a Booking for any reason within the aforementioned notice period.

9.2. Without affecting any other right or remedy available to it, either party may terminate this Contract with immediate effect by giving written notice to the other party if:

9.2.1. the other party commits a material breach of any term of this Contract which breach is irremediable or (if such breach is remediable) fails to remedy that breach within a period of 14 days after being notified to do so;

9.2.2. the other party repeatedly breaches any of the terms of this Contract in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms of this Contract;

9.2.3. the other party suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 as if the words "*it is proved to the satisfaction of the court*" did not appear in sections 123(1)(e) or 123(2) of the Insolvency Act 1986;

9.2.4. the other party commences negotiations with all or any class of its creditors with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise or arrangement with any of its creditors;

9.2.5. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party (being a company);

- 9.2.6. an application is made to court, or an order is made, for the appointment of an administrator, or a notice of intention to appoint an administrator is given or if an administrator is appointed, over the other party (being a company);
- 9.2.7. the holder of a qualifying floating charge over the assets of that other party (being a company) has become entitled to appoint or has appointed an administrative receiver;
- 9.2.8. a person becomes entitled to appoint a receiver over all or any of the assets of the other party or a receiver is appointed over all or any of the assets of the other party;
- 9.2.9. a creditor or encumbrancer of the other party attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the other party's assets and such attachment or process is not discharged within 14 days;
- 9.2.10. any event occurs, or proceeding is taken, with respect to the other party in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in clause 10.2.3 to clause 10.2.9 (inclusive); or
- 9.2.11. the other party suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

9.3. On termination of this Contract for whatever reason:

- 9.3.1. you must immediately pay us all of our outstanding unpaid Management Fees and interest, in respect of Services supplied but for which no invoice has been submitted, we may submit an invoice, which shall be payable immediately on receipt with late payment interest accruing each day at the rate of 4% a year above the Bank of England's base rate from time to time;
- 9.3.2. you must immediately return all Hired Items to us at the address stated at clause 1.1 of this Contract at your sole cost;
- 9.3.3. any provision of this Contract that expressly or by implication is intended to come into or continue in force on or after termination of this Contract shall remain in full force and effect; and
- 9.3.4. termination of this Contract shall not affect any of the rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.

10. Damage to Property

- 10.1. We will be responsible for damage to the Property caused by our employees and/or contractors in performing the Services, provided that the events giving rise

to the damage are covered by our insurance. We will inform you of these events if, as and when they happen, and we will either arrange for repair or compensation.

10.2. You are liable for damage to the Property that is not covered by our insurance policy.

10.3. We will arrange for short-let insurance to cover all Bookings at a cost of £4 per for each night that the Property is occupied by the Guest which will be deducted from the Guest Fees in accordance with Schedule 3 (the "Lavanda Home Guarantee"). For the avoidance of doubt, we will not be a party to such contract and we will not accept any liability arising out of or in connection with such arrangements.

10.4. You must notify us of any damage to the Property as soon as you become aware of it, and in any event before the subsequent Guest arrives at the Property. You must notify us of damage no later than 2 weeks after the end of the Booking if there is no subsequent Booking.

11. Limitation of Liability

11.1. Nothing in the Contract limits any liability which cannot legally be limited, including liability for death or personal injury caused by negligence and fraud or fraudulent misrepresentation.

11.2. Subject to clause 11.1, our liability to you will be capped at the amount of the Management Fees that we have been paid in respect of the Property in the 12 months preceding the claim.

11.3. Subject to clause 11.1, we will not be liable to you for any consequential or indirect losses, loss of anticipated savings, loss of or damage to goodwill relating to the provision of the Services or the letting of the Property.

11.4. Subject to clause 11.1, the terms implied by Sections 3 to 5 of the Supply of Goods and Services Act 1982 are hereby excluded.

12. Confidentiality

12.1. Each party undertakes that it shall not at any time during this Contract, and for a period of five years after termination of this Contract, disclose to any person any confidential information concerning the business, affairs, customers, clients or suppliers of the other party or of any member of the group to which the other party belongs, except as permitted by clause 12.2. For the purposes of this clause, group means, in relation to a party, that party, any subsidiary or holding company from time to time of that party, and any subsidiary from time to time of a holding company of that party.

- 12.2. Each party may disclose the other party's confidential information to its employees, officers, representatives, subcontractors or advisers who need to know such information for the purposes of carrying out the party's obligations under the Contract. Each party shall ensure that its employees, officers, representatives, subcontractors or advisers to whom it discloses the other party's confidential information comply with this clause 12; and to the extent that such information is required to be disclosed by law, a court of competent jurisdiction or any governmental or regulatory authority.
- 12.3. Neither party shall use the other party's confidential information for any purpose other than to perform its obligations under this Contract.

13. General

- 13.1. Force Majeure: we will not be in breach of the Contract nor liable for delay in performing, or failure to perform, any of our obligations under the Contract if such delay or failure result from events, circumstances or causes beyond our reasonable control. If we are affected by circumstances beyond our reasonable control we will as soon as reasonably practicable notify you in writing when such circumstances cause a delay or failure in performance and when they cease to do so.
- 13.2. Assignment: *[[where the Customer is Lavanda]* we shall not assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement without your prior written consent, save in respect of the check-in support and housekeeping components of the Services set out in clauses 6.1.1 and 6.1.2 respectively, which we may subcontract without your prior written consent. You may at any time assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement.] *OR*
- [[where the Customer is not Lavanda]* neither party shall assign, transfer, mortgage, charge, subcontract, declare a trust over or deal in any other manner with any of its rights and obligations under this agreement without the prior written consent of the other party, save in respect of the check-in support and housekeeping components of the Services set out in clauses 6.1.1 and 6.1.2 respectively, which we may subcontract without your prior written consent.]
- 13.3. Variation: We reserve the right to vary this Contract from time-to-time in line with developments in our business and operation. Any such variation will be published to this updated location on our website or sent in writing to you. Following such variation taking effect you may terminate this Contract in accordance with clause 9.1.
- 13.4. Waiver: a waiver of any right or remedy under this Contract or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under this Contract or by law shall not constitute a waiver of that or any

other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under this Contract or by law shall prevent or restrict the further exercise of that or any other right or remedy.

13.5. **Severance:** if any provision or part-provision of this Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this Contract.

13.6. **Notices:**

13.6.1. Any notice given to a party under or in connection with this Contract shall be in writing and shall be:

13.6.1.1. delivered by hand or by pre-paid first-class post or other next working day delivery service at its registered office (if a company) or its principal place of business (in any other case); or

13.6.1.2. sent by email to us at the email address specified in clause 1.2 or to you at the email address that you provide to us in writing.

13.6.2. Any notice shall be deemed to have been received:

13.6.2.1. if delivered by hand, on signature of a delivery receipt or at the time the notice is left at the proper address or if sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second Business Day after posting or at the time recorded by the delivery service; or

13.6.2.2. if sent by email, at the time of transmission, or, if this time falls outside Business Hours in the place of receipt, when Business Hours resume.

14. **Counterparts**

14.1. This Contract may be executed in any number of counterparts, each of which when executed and delivered shall constitute a duplicate original, but all the counterparts shall together constitute the one agreement.

14.2. No counterpart shall be effective until each party has executed and delivered at least one counterpart.

15. **Governing Law and Jurisdiction**

15.1. This Contract, and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation, shall be governed by, and construed in accordance with the law of England and Wales.

15.2. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the Contract or its subject matter or formation.

This Contract has been executed and delivered on the date first stated above.

Signed by [NAME OF
DIRECTOR] for and on behalf
of [NAME OF PROPERTY MANAGER]

.....
Director

Signed by [NAME OF
DIRECTOR] for and on behalf
of [NAME OF CUSTOMER]

.....
Director

OR

Signed by [NAME OF
INDIVIDUAL PARTY]

.....
[Signature of Individual]

Schedule 1 – Excluded Services

1. We will not provide the following services:

- 1.1. Window washing;
- 1.2. Washing walls;
- 1.3. Furniture treatment;
- 1.4. Carpet treatment or deep cleaning;
- 1.5. Cleaning of communal or outside areas;
- 1.6. Cleaning of exterior windows;
- 1.7. Animal waste removal;
- 1.8. Gardening & garden shed cleaning;
- 1.9. Garden and/or patio cleaning;
- 1.10. Mould and/or bio-hazardous substance removal;
- 1.11. Industrial cleaning;
- 1.12. The lifting of heavy furniture;
- 1.13. Cleaning surfaces above arms reach;
- 1.14. Cleaning of heavily soiled areas;
- 1.15. Extermination (insects etc.);
- 1.16. Yard work or garage cleaning;
- 1.17. Deep oven cleaning; and
- 1.18. Cleaning of items that appear to be broken or are likely to break during cleaning.

Schedule 2 – Hired Items

1. Will provide the following Hired Items once at the start of the Booking:
 - 1.1. 1 clean and ironed sheet per bed;
 - 1.2. 1 duvet cover per bed;
 - 1.3. 1 bath towels per Guest;
 - 1.4. 1 hand towel per bathroom;
 - 1.5. 1 bath mat per bathroom;
 - 1.6. 2 face towels per guest;
 - 1.7. 1-2 tea towel; and
 - 1.8. An appropriate number of pillow cases.
2. If you want any of the Hired Items to be changed then you will need to inform us in writing and we will arrange for such services at your cost in accordance with clause 6.3 of the Contract.
3. For the avoidance of doubt, we will not provide and require you to make available the following items:
 - 3.1. Mattresses (and mattress toppers);
 - 3.2. Duvets; and
 - 3.3. Pillows.

Schedule 3 – Fees

By accepting this Contract you acknowledge and accept that following fees may be charged:

CHARGE	AMOUNT	DETAILS
Management Fees	[X% plus VAT of the Booking revenue]	This fee includes the provision of all of our Services as the Property Manager.
On-boarding Fee	£250 (including VAT)	<p>We charge a one-time on-boarding fee (deducted from your first payment of Guest Fees) to cover the following costs:</p> <ul style="list-style-type: none"> - initial Guest ready clean; - interior stylist; - professional photography; - inventory collection; - multichannel account set-up; and - dynamic pricing set-up. <p>Note that you are liable to pay the full On-boarding Fee upfront if either we do not receive any availability four weeks from the start date in this Contract, or if the on-boarding session is cancelled within 24 hours of its scheduled time.</p> <p>Note that our partner, Lavanda, retains perpetual ownership of the photography, but you may use copies for your own purposes in accordance with clause 6.2.</p>
Lavanda Home Guarantee	£4 per night booked (including VAT)	The 'Lavanda Home Guarantee' is our comprehensive trust and safety product covering your Property for contents, buildings, and public liability claims. The Property is automatically covered for every night that a paying Guest stays at the Property. In the unlikely event of any claim being made, we will take care of everything from the gathering of evidence to the submission of the claim and the resulting pay-out.

		<p>Details of the insurance cover provided by the Lavanda Home Guarantee are as follows:</p> <ul style="list-style-type: none"> - Buildings: the amount insured mirrors your existing underlying domestic household policy (up to a maximum of £2,000,000), with an excess charge of £250 and a minimum claim requirement of £1,000. Any Property that we on-board is required to have existing buildings insurance in place. - Contents: the amount insured is £20,000 with an excess charge of £250 and a minimum claim requirement of £1,000 - Public Liability: the amount insured is £1,200,000 with an excess charge of £250 and a minimum claim requirement of £1,000
Booking Platform Fee	Variable by platform (from 3.6%)	This is the fee charged by the Listing Sites (booking platforms) in order to advertise your Property on the short-term rental market. These Listing Sites include but are not limited to Booking.com, Expedia, HomeAway and Airbnb.
Maintenance Handling Fees	the greater of either 20% of the total cost of the job, or a minimum fee of £20 (inclusive of VAT)	<p>The handling fees will be charged on top of the cost of any maintenance, repairs or other services managed by the Property Manager.</p> <p>By appointing us as your Property Manager, you permit us to authorise any works up to a maximum value of £250 without your prior consent in order to maintain an acceptable hospitality experience for the Guest and avoid any refunds or penalties as a result of negatively impacting guest stays. Any amounts over and above £250 will be agreed with you in advance.</p> <p>You also permit us to authorise emergency maintenance works without your prior consent where, at our sole discretion, it is deemed necessary either to protect the Property from further damage (e.g. in the case of a leak), or when the impact will mean that the Guest</p>

		<p>cannot reasonably stay at the Property (e.g. no hot water, broken lock on an outside door, or clothes are stuck in washing machine and they need to leave).</p> <p>If the internet goes down at the Property and cannot be restarted remotely, we will put into place temporary internet without your prior approval and will charge such costs to you. This is in order to protect the rental income and avoid Guest claims for refunds on this basis.</p> <p>Light bulbs will be bought and installed as needed without your prior approval, and will be charged without a handling or installation fee if the light bulb can be reasonably accessed. If inaccessible then speciality installation may be needed which may incur a charge.</p>
Housekeeping Fee		<p>Housekeeping fees are charged directly to the Guest when staying at the Property, and will vary by bedroom size, location and time. If you have specific housekeeping requests, please contact us for further information on whether these requests can be met and whether any relevant charges apply.</p>
Other Fees		<p>We reserve the right to charge additional delivery charges in instances where you require us to perform additional deliveries (further to those deliveries already agreed between us), or to deliver to additional or alternative delivery addresses and in the instance of special public holidays and circumstances that raise our delivery costs for reasons beyond our control.</p> <p>Giving access to the Property outside of our normal hosting activities (e.g. for a Customer organised decorator) is charged at £25. If you require waiting at the Property, for example, waiting for an internet engineer slot, we can do this for £25 per hour.</p> <p>In the unlikely event, that any of our linen or items that we own at the Property are stolen, lost or damaged through obvious negligence, charges may apply. This fee will be reclaimed from the Guest or Customer as appropriate to whoever caused the loss or damage.</p>

Break Fee	£250 (including VAT)	You may, at our sole discretion, be required to pay a fee in the amount of £250 for early termination of this Contract to take account of the Services that have been provided up to the effective date of termination.