

INN TOWN

MODEL & CREATIVE APARTMENTS

TERMS AND CONDITIONS + CANCELLATION POLICY + REFUNDING GUESTS

Please read carefully through the terms and conditions stated below.

By using our service in any form, you agree to the terms and conditions outlined in this document.

TERMS AND CONDITIONS

By using Inn Town and its services you agree to comply and be legally bound by the terms and conditions of the Terms of Service that make up this document. These terms govern your access and use of Inn Town and constitute a binding legal agreement between you and Inn Town.

By using Inn Town and its services, you agree that you have read and understood the "How it works" section and agree to the terms stated on the page and what is expected of you as a guest/agent of a guest.

As a guest or guest agent you understand and agree that Inn Town does not act as an insurer or as your contracting agent.

Inn Town is a website that showcases accommodation from verified hosts and partnered premises and allows the guests to book for holiday, work and short term occupation.

Homes listed on the website are run by individuals (hosts) and they are not interconnected. Homes and their running are operated by these individual hosts, not Inn Town.

Inn Town does not own, control, offer or manage any Listings or Services on the website. Inn Town is not acting as an agent in any capacity for any member. Inn Town is not a management company, real estate agent or broker, travel agency or insurer. Inn Town is not an organiser or retailer of travel packages under Directive (EU) 2015/2302.

The Inn Town website is a platform aiming to connect Guests with Hosts, it acts only as a platform for hosts to offer their space to book and guests to view spaces.

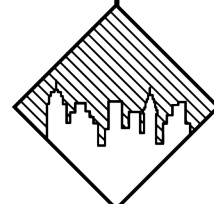
Inn Town is not party to any contracts entered into directly between hosts and guests.

Inn Town is not responsible for and disclaims any and all liability related to any and all listings and accommodations. Accordingly, bookings will be made or accepted at the members' own risk.

Inn Town is not responsible for any of the actions or inactions of Guests or Hosts.

Inn Town holds no responsibility for the guest nor the guests belongings. It is up to the guest to keep themselves and their belongings safe.

Inn town holds no liability for damaged or stolen property in the accommodation during their stay or any behaviour by the host towards the guest or guest towards the host.



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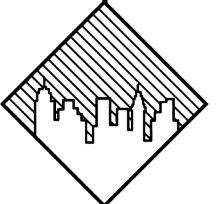
TERMS AND CONDITIONS + CANCELLATION POLICY + REFUNDING GUESTS

Guests are responsible for, and agree to abide by, all laws, rules and regulations applicable to their use of the website, their use of any accommodation and services and any transaction they enter into either via the website or in connection with their use of the website.

Guests should note that hosts are responsible for and agree to abide by all laws, rules and regulations applicable to the listing and rental of their property and the conduct of their rental property business.

Please be aware that even though Inn Town is not a party to any rental transaction and assume no liability for legal or regulatory compliance pertaining to any listing on the website, there may be circumstances where we are nevertheless obligated or required (as we may determine in our sole discretion) to provide information relating to any listing in order to comply with governmental or regulatory body investigations, litigation or administrative proceedings, and we may choose to comply with or disregard such obligation in our sole discretion.

The Inn Town team reserves the right to deny any guests we feel do not fit our criteria.



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DEPOSITS

Inn Town requires a 120/\$120/ €120 deposit upfront to hold any rooms (currency defined by resident currency of the home). Homes are not held under any circumstances without receiving this deposit.

If you are booking more than one home, a 120/\$120/ €120 deposit is required for each home as they are individual hosts and separate homes.

Deposits then stay in the Inn Town account in case of any damage done to the home by the guest during their stay. The deposit will then be used to cover the cost/portion of the cost of any damage by the guest to the home, upfront.

If no damage is done to the home by the guest during their stay, this deposit is returned to the guest/ agency within 5 days of their departure.

PAYMENTS

Full payment is due in the Inn Town account by 48 hours before arrival date for arrivals Wed - Sunday.

For arrivals on Monday and Tuesdays, full payment will be due by the Friday before. Once full payment has been made, Inn Town will send the guest a Welcome Pack with the host information.

This can only be sent once full payment has been received. If this information is needed before the payment due date, payment can be made earlier.

LATE PAYMENTS

Houses are not held until the £120/\$120/€120 deposit has been received. The houses are still given as options to other guests looking for accommodation until this has been received.

If the remainder of the payment is not paid by the due date the £120/\$120/€120 security deposit is automatically forfeited and the house is offered to other guests.

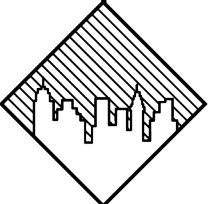
If the payment is made after the due date and no other guest has booked the room, the guest may still stay in the property, however it will incur a £50/\$50/€50 late fee, taken from the deposit, to cover the admin cost of chasing payments.

SWITCHING ACCOMMODATION

Homes listed on the Inn Town website are run by individuals (hosts) and are not interconnected.

As Inn Town does not operate or manage any of the households, guests cannot switch between homes once they have booked.

Guests wanting to change homes after the fact for personal reasons with no issue or fault to the host or home can only do so by cancelling their stay and making a new booking, this will fall under our general cancellation policy in terms of refunding.



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CHECK IN

It is up to Inn Town guests to discuss their arrival time directly with their hosts a minimum of 48 hours before arrival date to ensure they can be let in to the home at their earliest convenience. Inn Town does not get involved in liaising arrival times.

Our hosts are all professionals and will do their best to organise a time that suits all however they may need to work around their work schedule.

If a host has a same day change over, where another guest is vacating the same day a new guest is arriving, the host may ask the guest to check in in the afternoon/evening. In these cases if the guest has an earlier arrival time in to the city, the guest can ask to leave their belongings at the home and come back to check in properly later in the home. Whether this is possible or not is up to the hosts sole discretion.

Guests who do not respond or reach out to hosts within 24 hours of arrival date to organise their arrival time will be fined a £25 an admin fee if Inn Town has to get involved to liaise.

CHECK OUT

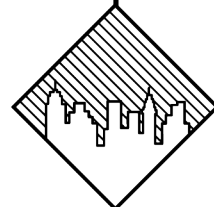
It is up to Inn Town guests to discuss their departure time directly with their hosts. Inn Town does not get involved in liaising departure times.

Our hosts will do their best to be flexible and organise a time that suits all however if they have a same day change over for another booking arriving, guests may be asked to vacate in the morning.

Guests are to take ALL belongings upon their departure.

If a Guest leaves the home before the departure date with plans to return to the same city after the original departure date but has not booked the same home, the guest must take ALL their belongings with them when leaving at the earlier date.

Guests who leave belongings in the home may have some or all of their deposit kept, at Inn Town's discretion, to organise their clean up and removal.



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HOSTS PERSONAL INFORMATION

Host and home information is shared via Welcome Pack, to the guests, once full payment has been received, into Inn Town's accounts.

This information includes host name, phone number and home address. Any other personal information including host nationality, age, email address and social media handles is provided via Inn Town to the guest, only with the hosts consent.

Under no circumstances is this information provided to guests/guests agencies before payment has been received. Bank statements or any other form of statement is not proof enough to send host information. This is to protect hosts privacy and income.

Once hosts information has been shared, the guest/guest agency must only share with the guest and the company representative(s) on a need to know basis.

In no circumstances is this information to be shared with other members of the company an/or any other talent who do not require this information.

Sharing of this information between the company or other talent without Inn Town and/or the hosts express permission may result in legal action.

GUESTS PERSONAL INFORMATION

Guests booking on behalf of themselves are required to provide the information requested on the Inn Town guest application page along with their proof of ID.

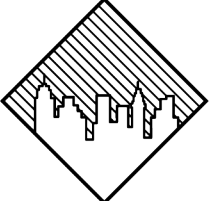
Companies/representatives booking on behalf of the guests must provide guests full name and phone number.

Hosts are provided with Guest personal information including full name, mobile number, profession and representative (if applicable).

Any other personal information including guest nationality, age, email address and social media handles is provided via Inn Town, to the host, only with the guests consent.

Once guests information has been shared, the host must only share specific information with others on a need to know basis where the sharing of information helps the hosts make the guests stay as comfortable as possible and/or help the host perform their duties as a host. This includes but is not limited to other flatmates, cleaners or people hired to do key exchange.

Under no circumstances is this information to be shared via the host with other members of the public or anyone of who do not require this information to perform the hosts duties.



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HOUSE RULES

Guests are to follow the house rules set out by their host in the Welcome Pack which they receive before arrival, at all times.

In the event that Inn Town receives a complaint from the host that the guest is not following the rules to a satisfactory level, depending on the severity, the host will be asked to discuss directly with the guest to improve behaviour.

If guests behaviour doesn't improve and/or the issues are severe, Inn Town will issue a warning to the guest/guest agency. If behaviour continues to not improve the guest will be asked to leave.

It is at Inn Town's discretion to decide if behaviour is severe enough to get involved immediately or to ask the host to discuss directly with the guest first. Only in severe instances will a guest be asked to leave without Inn Town issuing a warning first. This is at Inn Town's discretion.

In case of which a guest is asked to leave, they must vacate the property same day unless agreed otherwise and will not be issued a refund for any nights not stayed and the deposit kept. Inn Town may also keep the guests deposit to cover any damage, cleaning or issues.

Inn Town, at their discretion, may also issue extra charges to the guest/guest agency for trouble caused and may, if proven to be extenuating, ongoing issue(s), ask the guest to leave.

If a host wants the guest to leave before a warning has been issued via Inn Town, where Inn Town believes a warning is warranted, nights not stayed will be refunded, minus the Inn Town deposit, however some of the nights not stayed may be kept and not refunded to cover any damage, cleaning or issues.

EXTRA GUESTS

It is up to each individual Inn Town Host whether they allow guests to have other guests over at all in the home during their stay.

If a guest wishes to have another guest over to visit them in the home, they must ask their host's permission first.

If the host says no and the guest disrespects their decision and invites friends over anyway, the guest may be asked to leave.

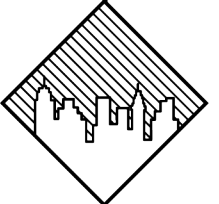
If the host has given consent for a guest once, this is not applicable to future guests. Guests must ask the host each time.

If the guest wishes to have an extra guest sleep over for any dates, they must first ask their host, get the hosts permission and then email Inn Town (either directly or through their agency/company) so that Inn Town can liaise and organise any extra payments for the extra guest.

Guests cannot have a guest sleep over without the hosts consent. If the host has given consent for a guest once, this is not applicable to future guests. Guests must ask the host each time.

Guests who have guests sleeping over in the house without the hosts consent can be asked to leave and/or be charged extra for the extra guest and/or have their deposit kept at the hosts discretion.

In any case in which a guest is asked to leave, they must vacate the property same day and will not be issued a refund for any nights not stayed and the deposit kept.



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GUEST WANTING TO EXTEND THEIR STAY

If a guest wishes to extend past their original leaving date, the guest or guest company must inform Inn Town ASAP as Inn Town may have another booking.

Extension invoices are due within 48 hours of the original leaving date.

If a guest or guest agency decides to cancel the extension at any time after the invoice for the extension has been sent, the original £120/\$120/€120 deposit will be kept to cover nights not stayed as the home will have been blocked from other guest bookings and therefore the host is at a disadvantage.

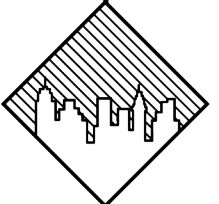
Extensions are at the hosts full discretion.

Only dates booked and paid for are confirmed. Extensions and TBC extensions are not confirmed bookings, the hosts are under no obligation to confirm the extension request, including if the guest has extended before, extensions only give first choice to the current guest.

GUESTS EXTENDING WITHOUT INN TOWNS KNOWLEDGE

If a guest wishes to extend their stay please contact Inn Town immediately so this can be organised.

If a guest stays in the home longer than their original move out date without an extension request or any knowledge on Inn Town's behalf, the guest/agency will be fined £50/\$50/€50 for failure to comply and the admin cost of Inn Town team to handle the process.



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CANCELLATION AND REFUNDING

The £120/\$120/€120 security deposit is non refundable and will not be returned in the case of cancellation.

If a guest decides to shorten their stay before 48 hours before arrival date the host can keep the £120/\$120/€120 deposit to partially cover nights originally requested but not stayed by the guest.

If a guest decides to cancel or shorten their stay after 48 hours before arrival date, it is up to the hosts full discretion whether they issue a full, partial or no refund.

If a guest wants to leave or change homes after their arrival for personal reasons with no issue or fault to the host or home, this will be treated as a cancellation by the guest.

If the guest is booked by a company, it is up to the company to find another guest to cover the dates not stayed, in which case a refund will always be issued for nights not stayed, minus 1 nights fee on the rate booked, for the hosts to prepare for the change over of a new guest. Depending on the booking, this will be added to the invoice, or taken from the deposit at the end of the guests stay.

If Inn Town finds a guest from a different company or individual to cover some or all nights booked by not stayed by the company, a refund will always be issued for nights not stayed, minus Inn Town's service fee and 1 night fee for the hosts to prepare for the change over of a new guest.

If the guest from the a different company or individual is on a higher nightly rate, the extra fee goes to the host, not towards covering other nights not stayed by the guest.

If the guest has booked directly, Inn Town will always try to find another guest to cover nights not stayed, in which case a refund will always be issued for nights not stayed, minus Inn Town's service fee and 1 night fee for the hosts to prepare for the change over of a new guest. Depending on the booking, this will be added to the invoice, or taken from the deposit at the end of the guests stay.

The dates booked and not stayed can only be covered by 1 new guest for the original payment amount.

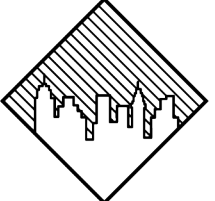
If the dates booked and not stayed are covered by 2 + new guests, the rate difference (nightly, weekly) will be charged.

If no replacement guest is found to cover the nights, booked, paid for but not stayed and the host issues a full or partial refund, the Inn Town service fee is not refunded.

Please note: the change over of guests due to guest cancellation is subject to the hosts availability.

Hosts may have booked holidays or work over the original guests dates and therefore may not be able to execute a change over of guests.

Hosts must always do their best to organise available times and dates for the change over to take place, however if not possible, it is their decision if they offer any kind of refund or not.



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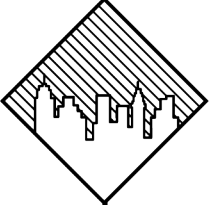
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If a host cancels a guests stay before their arrival the guest will be refunded any payments already made and the host will be charged a £50/\$50/€50 fine.

If a host needs to cancel some of the nights booked by a guest pre arrival, the guest will be given the option to choose a new home for the entirety of their stay, depending on availability, and if decides to do so, will be refunded for the original booking. If the guest decides to stay for the nights available from the original host and then change homes, the guest will be refunded the nights booked but not stayed.

If a host cancels nights stayed during the booking, the guest will be given the option to choose a new home for the dates no longer available, depending on availability, and will be refunded for the nights not stayed. Depending on the reasoning for the hosts cancellation, hosts may be charged a £50/\$50/€50 fine.



DAMAGE AND LIABILITY

The £120/\$120/ €120 security deposit will be used to cover the first £120/\$120/ €120 worth of damage done by the guest in the home.

For damages over 120/\$120/ €120 , Inn Town will issue an invoice for the damage and the guest or the guest's agent (whoever made the booking) must pay for any damage caused to the property within 30 days of invoice, after proof of damage from the host to Inn Town.

If the guest has been booked in the home by their agency, it is up to the agency to pay for the damages to Inn Town and recoup the payment from the guest as they see fit.

Depending on the degree of damage done by the guest, Inn Town may, at their own discretion, charge a service fee to the guest/guest agency for dealing with the complaint.

Service fees start at £50/\$50/€50 and may increase based on the time taken for Inn Town admin to process the issue and handling.

All creatives and creative agents must have their own insurance, as Inn Town holds no liability for damage, loss or injury to person and property, both of the hosts and the guest.

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ISSUES IN THE HOME & REFUNDING

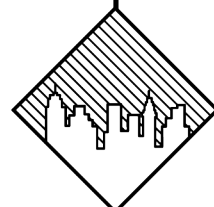
It is the guests responsibility to treat the host and host house with respect, follow the rules set out by the host.

Any issues must first be dealt with between the guest and the host directly, only contacting Inn Town if the issue cannot be resolved directly or in the event of extenuating circumstances (see below).

Guests must always take photographic and our audio evidence of any issues in the home.

In the event that the guest needs to involve Inn Town to liaise with an issue, the guest must provide photographic/audio evidence that relates to each point of complaint and get in touch with Inn Town as soon as the issue has not been taken on board by the host.

Complaints after the fact cannot be taken in to consideration.



ISSUES WITH THE HOME/HOST

On arrival

If the guest arrives at a home and there is a problem with the accommodation, the guest must first address the issue with the host to see if it can be resolved quickly. This includes cleanliness of the home.

If there is an issue with not getting the issue resolved directly with the host, then the guest must contact Inn Town within 24 hours of arriving at the accommodation, providing photographic evidence directly to Inn Town. Inn Town will then contact the host and we will try to rectify the problem so the guest can have an enjoyable stay.

If the problem is deemed valid by Inn Town and cannot be rectified by the host/Inn Town team, the guest may leave and will be fully refunded, minus any nights stayed.

If the guest complains within 24 hours and already leaves the property without giving the host and Inn Town the opportunity to fix it, the guests deposit + any nights stayed will be kept.

In the event that the issue is fixable, the host offers to organise this but the guest decides they want to leave the home anyway, the guests deposit + any nights stayed will be kept.

If a guest decides to leave the home and the host has been informed of this decision, the guest can not change their mind and decide to stay and have the issue rectified.

If a guest complains after 24 hours or at the end of the stay about issues with the accommodation when they arrived or during their stay, Inn Town is unable to provide any refund as Inn Town requires problems to be addressed immediately with photographic/audio evidence so we can fix the issue or move the guest.

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ISSUES WITH THE HOME/HOST

During the stay

If general issues arise during the stay with your host, please deal with these directly with your host, as you would any flatmate.

During the guests stay if there are any serious issues that arise, including new damage to the house, inappropriate behaviour from hosts, long, loud house parties etc, the guest must get in touch with Inn Town immediately with photographic/audio evidence to support the complaint and we will liaise to help rectify the problem.

If these problems are deemed valid by the Inn Town team and we need to remove the guest from the host's home, the host will not be paid for the nights not stayed by the guest nor the nights from when the issues first occurred and the guest will be refunded these nights.

These hosts will also be banned from Inn Town.

ISSUES WITH THE GUEST IN THE HOME/TOWARDS THE HOME OR HOST

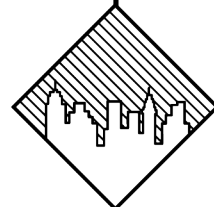
Any ill treatment towards hosts and/or homes will not be tolerated.

In the event of guests breaking house rules - see our policy on house rules below.

In the case of extenuating circumstances where we receive a complaint and photographic/audio proof from the host that they are unsafe or extremely uncomfortable, we will remove the guest and they will not receive a refund for any nights not stayed.

Photographic/audio proof from the host that they are unsafe or extremely uncomfortable, we will remove the guest and they will not receive a refund for any nights not stayed. Guests of this nature will also be banned from using Inn Town.

Guests being removed must vacate the property immediately.



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TS AND CS IN INN TOWN PARTNERED HOTELS

Any guest staying in an Inn Town partnered hotel will be subject to Inn Town's terms and conditions as well as the hotels own terms and conditions.

Some hotels have different payment and cancellation policies to Inn Town's traditional policies. In these situations, the policy of the hotel will be followed and enforced as per the hotels outline. A copy of this can be requested by the guest/guest agency at time of booking.

Inn town will take deposits for stays in the hotels to hold the room and for any damage. This will be returned at the end of the guests stay if no damage has been done to the property.

An extra security deposit of £120/\$120/€120 deposit or £50/\$50/€50 depending on the hotel may be taken by the hotel direct to the guest upon check in. For this guests will need to provide their own credit or debit card. This security deposit will be returned aftercheck out if no damage has been done to the hotel.

For any cancellation or shortening of stays, the hotel will decide on a case by case basis wether or not any of the nights are refunded.

TS AND CS IN INN TOWN STUDIOS/LOCATION SPACES

Any guest booking and using an Inn Town partnered studio/location space will be subject to Inn Town's terms and conditions as well as the Studios own terms and conditions.

Some spaces have different payment and cancellation policies to Inn Town's traditional policies. In these situations, the policy of the spacel will be followed and enforced as per the hotels outline. A copy of this can be requested by the guest/guest agency at time of booking.

Inn town will take deposits for bookings to hold the date and for any damage. This security deposit will be returned within 5 business days of the booking if no damage has been done to the property,

For any cancellation or shortening of stays, the space will decide on a case by case basis wether or not any of the nights are refunded.

