



Terms & Conditions

Reservations

A credit card number is required at the time of making a reservation as security for all sums due to Micasa ApartHotel Ltd. All balances are payable on departure.

In exceptional circumstances we may find ourselves unable to accommodate your booking. In this eventuality we will endeavour to provide a suitable alternative. In this event, Micasa ApartHotel Ltd. will be responsible for settling any additional accommodation costs incurred.

Micasa ApartHotel Ltd. reserve the right to decline any booking notwithstanding the provisions of the Hotel Proprietors Act 1956.

Cancellations & amendments

For bookings up to 2 weeks - a cancellation fee of one night's accommodation may result where written intimation of cancellation is not received by Micasa ApartHotel Ltd by 12 noon on the day prior to arrival.

For bookings of 2 weeks to 1 month - a cancellation fee of three night's accommodation may result where written intimation of cancellation is not received by Micasa ApartHotel Ltd by 36 hours prior to arrival date.

For bookings of 1-3 months - a cancellation fee of 14 night's accommodation may result where written intimation of cancellation is not received by Micasa ApartHotel Ltd 14 days prior to arrival.

For bookings over 3 months - a cancellation fee of 30 night's accommodation may result where written intimation of cancellation is not received by Micasa ApartHotel Ltd 30 days prior to arrival.

Amendments to bookings:

Early departure charges will be in line with our cancellation terms. Bookings reduced by the length of times above, will be charged on the same basis as cancellations.

Arrival & departure

Check in time is from 2pm and check out time is 10am unless otherwise arranged.

Maximum occupancy

Our apartments are not intended to be used for social gatherings/parties. Visitors are permitted within reason but should vacate by 10pm. Unless otherwise arranged our maximum occupancy levels are as follows:

One bedroom apartment – 2 persons
Two bedroom apartment – 4 persons
Three bedroom apartment – 6 persons

If maximum occupancy levels are exceeded without prior arrangement, Micasa ApartHotel reserve the right to ask you to leave immediately and will uplift all charges due from your pre-authorized credit card together with a penalty of £150.00 to offset any additional housekeeping costs.

Extra beds

Extra beds / cots & highchairs can be provided on request. Cots / highchairs are free of charge. Extra beds are charged, please ask for price when reserving. All extra beds are subject to availability.

Smoking/cleaning

Micasa ApartHotel Ltd operates a strict no smoking policy. We reserve the right to levy a minimum charge of £150.00 deep cleaning charge in the event that you smoke in an apartment or leave an apartment in an unfit state that requires professional cleaning.

Pets

Pets are not allowed in the apartments. Service dogs are welcome.

Complaints & anti-social behaviour

In the event of any dispute or should we receive complaints Micasa ApartHotel Ltd. reserve the right to terminate your stay without notice.

Damage liability

You will be responsible of any damage to the apartment or its contents during the period of occupancy caused by acts of omission or negligence by any occupant. Any damage should be reported to us immediately.

Guests are advised that Micasa ApartHotel Ltd. will not be responsible for any loss or damage to your goods or personal belongings kept in the apartments or the building. Should Micasa ApartHotel Ltd. be held liable for any such loss, liability is limited in accordance with the Hotel Proprietors Act 1956.

Lost Keys

Lost or mislaid keys will be replaced in exchange for a £15 replacement charge.

Car parking

Micasa ApartHotel does not have designated parking but our guests receive an overnight discount at the NCP car park on Shiprow. Please ask reception for a validation ticket.

Internet

Wifi is provided free of charge. This service is shared by all guests and we request that all users use it with consideration for others. Please do not download files or videos, which use large amounts of bandwidth. By using this service, you undertake to us that your activity on line will be lawful and honest.

Zero Tolerance

Micasa ApartHotel Ltd. will not tolerate behaviour by guests, visitors or staff which affects the comfort, health and safety of others. Guests agree to comply with this. Micasa ApartHotel Ltd. reserves the right to refuse or remove any guests or visitors whose behaviour negatively affects other guests, visitors or staff members. Micasa ApartHotel Ltd. shall not be liable for damages or any compensation for travel costs.