THE HEIM RESIDENT POLICIES & HAUS RULES.

We, at The Heim, strive to provide our residents with an exceptionally clean, safe, and welcoming experience. These Resident Policies and Haus Rules are considered a part of our reservation agreement with You (The Resident). Upon confirming Your booking, You are agreeing to abide by all of our Resident Policies & Haus Rules. These policies and rules are presented here to help promote our Resident's safety and enjoyment. These policies and rules also ensure that You aware of the understanding between You and The Heim. Our Resident Policies and Haus Rules may change from time to time, for the most up to date version please contact the Customer Services Team.

1.DEFINITIONS

1.1.'You' or 'The Resident': refers to the signatory of this document, who will bear the responsibilities, liabilities, and penalties for infringements of those responsibilities and liabilities, as outlined in this document. Both terms can be used interchangeably.
1.2.The 'Unit': the property which is being licenced for occupation from Jacksonheim Concierge Limited to The Resident.
1.3.'Other residents': residents who are not You but are permitted by You to enter the Unit. This is regardless of their length of stay in the Unit.
1.4.'The Heim': the trading name for Jacksonheim Concierge Limited. The terms 'The Heim' and 'Jacksonheim Concierge Limited' can be used interchangeably.
1.5.'Day'(s): The day begins and ends when the standard operating hours of The Heim begin and end, as outlined in s.10.1.
1.5.1.'Working day'(s): The working day operates the same as s.1.5, however excludes Saturdays and Sundays.

2.GRANT OF LICENCE TO OCCUPY

2.1.This agreement constitutes the granting of a licence to occupy the Unit, between You and The Heim
2.2.The terms outlined in this agreement, are the conditions by which the licence is granted. Contravention of any of these terms, through conduct or omission may make You subject to penalties, including, but not limited to, Refusal of Service, as outlined in s.5, financial penalties as outlined across the document, termination of the licence at the sole discretion of The Heim, and/or eviction, as outlined in s.10.
2.2.1.The Resident and/or other residents are forbidden to do anything which The Heim explicitly states they do not permit, in this agreement.
2.2.2.Contravention of s.2.2.1 may warrant The Heim, at their sole discretion, to issue an eviction, in accordance with s.10.
2.3.All financial penalties, and other payments and/or surcharges, stated in this agreement, are inclusive of VAT, unless otherwise specified.
2.3.1.All financial penalties, compensation due to The Heim and/or other payments imposed on The Resident by The Heim will be collected in line with s.9.4.
2.3.2.Surcharges for optional extras and/or other services which The Resident has voluntarily agreed to pay, may be made by The Resident in a manner that satisfies The Heim and is in accordance with s.4 of this agreement or it may be collected in line with s.9.4, with The Resident's permission.
2.4.The Resident will not have the right of exclusive possession, nor the right to exclude others from the Unit including, the legal owner of the Unit, The Heim and their agents and/or persons instructed and permitted by the The Heim to enter the Unit.
2.4.1.Rights of Access are discussed further in s.8.9.
2.5.The length of the licence shall be determined and approved at the sole discretion of The Heim and may be extended or reduced where necessary.
2.5.1.The Heim reserves the right to deny requests to extend, or otherwise amend, the length of the licence to occupy the Unit.

3.STANDARD POLICIES AND OPTIONAL EXTRAS

3.1.Check-in/Check-Out Standard Policy
3.1.1.The Heim permits The Resident to check-in to the Unit no earlier than 15:00 on the agreed day of check-in, and The Resident must check-out/vacate the Unit by 11:00, on the agreed day of check-out.
3.1.1.1.Where a reservation has been made and agreed, less than 24 hours prior to 15:00 on the agreed check-in date, The Resident accepts, and does not hold The Heim liable if The Resident is unable to check-in until after 15:00.
3.1.1.2.A financial penalty of £1.00 per minute will be imposed on The Resident, if they fail to vacate the Unit by 11:00 on the day of check-out.
3.1.2.The Resident may request an early check-in, or a late check-out, by contacting The Heim.
3.1.2.1.Requests made in accordance with s.3.1.2, will only override the standard policy outlined in s.3.1.1, where The Heim has confirmed it to be the case in writing, and where conditions set by The Heim, such as additional payments, are satisfied by The Resident.
3.1.2.2.The Heim reserves the right to reject requests made in accordance with s.3.1.2, for any reason at their sole discretion.
3.2.Check-in and Check-Out Procedure
3.2.1.The Heim will provide The Resident with all the information and materials needed to check-in and check-out, in advance of The Resident's agreed check-in time and date.
3.2.1.1.The Heim retains ownership of any materials and information given to The Resident and is Jacksonheim Concierge Limited's property. Damage and/or theft and/or loss of such property will be dealt with under s.9.
3.2.2.The Heim will offer support to assist You to check-in, in the event this is needed, within our Standard Operating Hours.
3.3.Check-in Preconditions
3.3.1.The Heim reserves the right to reject requests for reservations of the Unit, unilaterally cancel agreed reservations and/or refuse to release the information required for check-in, where the following pre-conditions are not met:
3.3.1.1.The Resident must be at least 18 years of age, on the day of the reservation commencing.
3.3.1.2.At The Heim's stipulation, The Resident must have presented valid, government issued identification, which The Heim is satisfied genuinely belongs to The Resident
3.3.1.3.The Deposit Hold, as outlined in s.5, must be completed and fully authorised.
3.3.1.4.This agreement is signed by The Resident.
3.3.1.5.The Heim must be satisfied that the full agreed payment, or sufficient partial payment, has been made in line with s.4 for the reservation of the Unit.
3.3.2.Where the check-in preconditions are not met, The Heim is entitled to keep all monies paid for the reservation and deny The Resident the ability to check-in.
3.4.Extension of Reservations
3.4.1.The Resident may request an extension to their reservation, by contacting The Heim.
3.4.1.1.Requests made in accordance with s.3.4.1, will only override the existing agreed reservation period, where The Heim has confirmed it to be the case in writing, and where conditions set by The Heim, such as additional payments, are satisfied by The Resident.
3.4.1.2.The Heim reserves the right to reject requests made in accordance with s.3.4.1, for any reason at their sole discretion.
3.5.Sofa Bed Setup
3.5.1.Where the Unit includes a sofa bed and the sofa bed set up has not been automatically triggered, the sofa bed may only be setup by The Heim, their agents, or authorised third-party companies. This set up is subject to a surcharge of £51.00.
3.5.1.1.The Resident must request a sofa bed set-up by contacting The Heim, and satisfy conditions, such as payment, for the sofa bed set up to occur. This should be done in advance of The Resident's stay.
3.5.1.2.Dependent on the time of the Sofa Bed Set Up request, in accordance with s.3.5.1.1, The Heim may be unable to, or unable to authorise another party to, conduct a Sofa Bed Set up. This does not confer any liability on The Heim.
3.5.2.Where the Sofa Bed Set Up has not taken place, the Sofa Bed will not contribute to the Unit Resident Capacity, in line with s.8.2 and may reduce the Unit's resident capacity. This does not confer any liability of The Heim.
3.5.3.The Heim does not permit The Resident to conduct a Sofa Bed Set Up.
3.5.3.1.Damaged caused by The Resident's

contravention of s.3.5.3, will be dealt with under s.9 of this agreement.

3.6.Standard of the Unit

3.6.1.The Heim will take every measure to ensure the Unit is at a high standard of cleanliness and all the amenities and facilities are in good working order, which accurately reflects the publicised condition of the Unit and amenities provided.

3.6.2.Where the Unit does not meet the standards of s.3.6.1, The Heim reserves the right to rectify this issue within 120 minutes of a report of such an issue being received, without penalty.

3.6.2.1.Where the report has been made outside of Standard Operating Hours, the report will be deemed to have been received upon the following commencement of the Standard Operating Hours.

4.PAYMENTS

4.1.All reservations and registration must be guaranteed with a valid major debit/credit card. The Heim accepts American Express, China UnionPay (CUP), Japan Credit Bureau (JCB), Mastercard, and Visa.

4.2.Pursuant to debit/credit card agreements, debit/credit cards are not valid unless signed.

4.3.The Heim does not accept any other form of payment, such as cash, cheques or foreign currency. Any payments attempted through any other methods will be refused.

4.4.The debit/credit card must be in the name of The Resident. Where it is not, the debit/credit card will be treated as if it belongs to The Resident.

4.4.1.The Heim reserves the right to reject payments from a debit/credit card that is not in the name of The Resident.

5.DEPOSITS

5.1.The rental of the Unit will be subject to The Resident's successful completion of a £250.00 pre-authorisation hold deposit.

5.2.The credit/debit card used for the Deposit must be registered to The Resident. Where it is not, The Heim reserves the right to treat the debit/credit card as if it were The Resident's.

5.2.1.The Heim reserves the right to reject deposits from a debit/credit card that is not in the name of The Resident.

5.3.The Heim reserve the right to unilaterally collect this deposit and/or deduct from it, in the event of infringements of this document.

5.3.1.The amount of payment to be deducted and the process of deduction from the deposit is outlined in s.9

5.4.The Heim reserve the right to keep the debit/credit card on file and charge it for damages, where the damages have been discovered after the deposit has been released and/or where the £250.00 deposit hold is insufficient to cover the cost of rectifying infringements, in addition to the processes outlined in s.9.4.

5.4.1.The amount of payment deducted from the deposit and/or charged to the debit/credit card on file is outlined in s.9.

5.5.The Heim reserves the right to hold the deposit for up to 14 working days, in order to investigate discrepancies, as outlined in s.9.3.

5.6.Where no discrepancies have been found, and section 5.5 does not apply, The Heim will release the pre-authorisation hold on deposits within 72 hours, following check-out.

6.RIGHT TO REFUSE SERVICE

6.1.The Heim reserves the right to refuse service or accommodation to anyone for any reason(s), at their sole discretion.

6.1.1.These include, but are not limited to: refusal or failure to pay for accommodations or the deposit; being under the influence of alcohol, drugs, or any other intoxicating substance; acting in a disorderly fashion as to disturb the peace; seeking to use the Unit for an unlawful purpose; seeking to bring into the Unit an unlawfully possessed firearm, an explosive, hazardous, or toxic substance, that is unlawful to possess and that may be dangerous to our colleagues and/or resident(s); destroys, damages, defaces, or threatens to harm the Unit, our colleagues, or resident(s); abuse of any kind towards The Heim, their staff, their agents and/or affiliated third parties and/or causes or permits persons to exceed the maximum allowable capacity of the Unit.

7.CANCELLATIONS AND DISPLACEMENTS

7.1.The Heim will only refund payments for a reservation The Resident has subsequently cancelled where:

7.1.1.The Heim was informed about the cancellation no less than 28 days prior to the agreed date of check-in by The Resident in writing.

7.1.1.1.Where The Resident has informed The Heim less than 28 days prior to the agreed date of check-in, The Heim will not refund monies paid for any dates 28 days after being informed of cancellation, where the original reservation would have taken place.

7.1.1.2.The Heim will refund the remaining monies paid, if any, for dates not included in s.7.1.1.1

7.2.Where The Heim cancels the reservation, due to a factor outside of The Resident's control, The Resident will be entitled to a full refund.

7.2.1.The entitlement to a full refund allowed in s.7.2, will not be in place where the cancellation was due to The Resident's breach of this agreement and/or where their breach necessitated a cancellation that led to loss of revenue.

7.3.The Heim reserves the right to amend Your reservation, at their sole discretion.

7.3.1.This may include, but is not limited to: changing the Unit associated with Your reservation, changing the dates of Your reservation or changing The Resident capacity of the Unit.

7.3.2.Compensation for changes to Your reservation, is at the discretion of The Heim.

7.3.3.Where The Heim amends a reservation at the request of The Resident, they may impose conditions on to The Resident, such as waiving their right to cancel under s.7.1.

8.CODE OF CONDUCT

8.1.Noise Levels

8.1.1.Noise levels in the Unit will be monitored by The Heim through non-invasive decibel sensor technology.

8.2.Unit Standard Resident Capacity

8.2.1.The Standard Resident Capacity of each unit is calculated by multiplying the numbers of beds, including sofa bed(s), in the unit by 2 persons.

8.2.2.An exception to s.8.2.1 is where The Heim has clearly publicised a resident capacity to the contrary.

8.3.Sleeping Arrangements

8.3.1.The Heim allows for a maximum of two residents to share a bed.

8.3.1.1.This includes sofa beds, only where a sofa-bed set up has been completed, as outlined in s.3.5

8.3.2.The Heim considers it reasonable and appropriate for two residents to share a bed.

8.3.2.1.The Heim will not provide compensation, where residents are unwilling to share a bed, but the total number of residents in the property is equal to or lower than the Unit Resident Capacity per s.8.2.

8.4.Moving of Furniture

8.4.1.The Heim does not permit You to move any of the furniture, fixtures and/or fittings and/or any other items in the Unit, and does not permit You to remove anything from the Unit.

8.5.Decorations

8.5.1.The Heim does not permit You to use within the Unit, or within the communal areas, any confetti, nor do they permit You to use adhesives, tacks, pins, staples and/or any other means to affix decorations to the Unit, or the communal areas.

8.6.Visitors

8.6.1.Visitors are persons within the property whose presence has not been brought to the attention of The Heim.

8.6.2.Visitors take on the same responsibilities and liabilities as Other Residents in s.1.3.

8.6.3.The Resident is responsible for the actions of their Visitor(s).

8.7.Pet Policy

8.7.1.The Heim permits small pets in the Unit, subject to notification and the payment of a £20 surcharge per pet, payable in advance of The Resident's stay at the Unit.

8.7.2.If You are unsure whether Your pet could be considered a 'small pet', You must contact The Heim for clarification who have absolute, sole discretion as to this designation.

8.7.3.The Heim does not permit any pet to be brought onto the Unit, where the pet's breed is illegal to own, even where a

certificate of exemption has been obtained.

8.7.4.Service animals are exempt from the surcharge outlined in s.8.8.1.

8.7.4.1.The Heim reserves the right to make the exemption of the surcharge, per s.8.7.4, conditional on satisfactory proof of the animal being a service animal.

8.7.5.The Resident bears full responsibility for the actions and welfare of their pet(s) and/or service animal(s).

8.7.6.Where The Resident is in contravention of s.8.7.1 by failing to satisfactorily notify The Heim and/or not paying the surcharge, The Resident will be liable to pay The Heim £40.00 per pet in compensation.

8.8.Communal Areas

8.8.1.The Resident must take every care and consideration to act appropriately in communal areas, in a way that does not cause disruption, nor nuisance.

8.8.2.Where The Heim finds You are in contravention of s.8.8.1., The Heim reserves the right instruct our security team to evict You and all other residents in the Unit, in accordance with s.10.

8.8.3.The Resident must not damage the communal areas. Damage to the communal areas will incur costs as outlined in s.9.

8.9.Access to the Unit

8.9.1.The Heim reserves the right to enter the Unit, or to direct their agents, and/or affiliated third-party companies, and/or law enforcement to enter the unit where reasonable and/or necessary.

8.9.1.1.Reasonable reasons to enter the Unit include, but are not limited to housekeeping, maintenance, inspections of the Unit, to prevent violation of our resident policies and Haus rules and/or to carry out an eviction.

8.9.2.The Heim, their agents or affiliated companies, will announce themselves before entering the Unit, except for where they find exigent circumstances to exist.

8.10.No Smoking

8.10.1.The Heim does not permit The Resident to smoke and/or vape within the Unit or allow and/or cause the Unit to be exposed to unhealthy and/or objectionable odours.

8.10.1.1.Unhealthy and/or objectionable odours include those which The Heim, in their sole discretion, deems difficult to remove from the air, walls, carpets and/or furniture and/or is harmful to the health of a person.

8.10.2.Where The Resident acts in contravention of s.8.11.1, The Resident will be liable to pay The Heim compensation of £250.00 for a 'Smoking Charge'.

8.11.Alcohol and Drugs Policy

8.11.1.The Heim does not permit the consumption of alcohol by The Resident or Other Residents under the age of 18 years old, within the Unit.

8.11.2.The Heim does not permit the consumption of alcohol by The Resident or Other Residents in the communal areas around the Unit.

8.11.3.The Heim does not permit The Resident or Other Residents to consume, bring or sell any drugs on the premises.

8.11.3.1.Where The Heim suspects the contravention of s.8.11.3, they may, at their sole discretion, contact law enforcement.

8.11.4.The Heim does not consider consumption of alcohol, or intoxication by any other means, to be a mitigation of the behaviour of The Resident, Other Residents or any other unauthorised persons.

9.DAMAGE AND/OR THEFT POLICY

9.1.Reporting of the Unit's Condition

9.1.1.The Heim will inspect the Unit prior to The Resident's check-in and maintain a detailed log of the condition of the Unit.

9.1.2.The Heim will also maintain an inventory of items that are within the Unit upon The Resident's check-in.

9.1.2.1.The inventory of the Unit will be made available to The Resident.

9.1.3.The Resident agrees that the logs and inventory of the Unit, outlined in s.9.1.1 and 9.1.2 will serve as the standard, by which alleged damage to the Unit will be compared.

9.2.Responsibility for damage and/or theft and/or loss of The Heim' Property

9.2.1.The Resident is responsible for all damages and/or theft caused within the Unit and/or to communal areas and/or to other Units operated by The Heim and/or to the offices of The Heim and/or to staff, agents and/or other affiliated third parties of The Heim, outlined in s.8.8., during The Resident's stay at the Unit or otherwise caused by The Resident. This is regardless of whether the damage and/or theft is caused deliberately, negligently, or through recklessness.

9.2.2.The Resident's responsibility for damages and/or theft, outlined in s.9.2.1, extends to damage and/or theft caused by Other Residents, as defined in s.1.3, whether the damage was caused deliberately, negligently, or through recklessness.

9.3.Investigation of damage and/or theft and/or loss of The Heim' property

9.3.1.Where damage and/or theft of The Heim' property is suspected to have occurred, The Heim, their agents, affiliated third parties and, where necessary, law enforcement, will investigate this.

9.3.2.Investigations will be led by the Head of Customer Service at The Heim, or someone who is equivalent or superior to them. They possess the full authority to conduct investigations and to assign liability for damage and/or theft, and to determine the compensation due, in line with s.9.4.

9.3.2.1.The Head of Customer Service, may, at their discretion, delegate the tasks associated with the investigation to other agents of The Heim, and/or affiliated third parties and/or law enforcement, but still retains full responsibility over the investigation.

9.3.3.Where the investigation finds that the damage and/or theft has occurred due to the conduct of The Resident and/or Other Residents, The Resident will be liable to compensate The Heim as outlined in s.2.3. and s.9.4.

9.3.4.Throughout the investigation The Resident must cooperate, in good faith, to provide information to the investigation.

9.3.5.Where The Resident does not cooperate, or does not do so in good faith, The Heim may make The Resident liable for compensation for the damage, where their non-cooperation inhibits their ability to find the cause of the damage and/or theft or causes them to attribute the cause of the damage incorrectly and they may also be liable to compensate The Heim for any costs incurred during the investigation, determined at their sole discretion.

9.3.5.1.The Resident will be deemed to not cooperate, or to not done have so in good faith, as outlined in s.9.3.4, if, noting this is not an exhaustive list, they do not respond to requests for information pertaining to the investigation, their conduct inhibits and/or delays the investigation and/or if they are deceitful, dishonest and/or provide fraudulent evidence.

9.3.6.The Heim reserves the right to conduct investigations into damage and/or theft at any time.

9.3.7.The Heim will notify The Resident of an investigation and the outcome of an investigation and will respond to reasonable requests for evidence, insofar as the evidence is, objectively pertinent, accessible and does not cause The Heim to contravene their obligations towards Data Protection.

9.4.Payment of Compensation and Penalties and/or other payments imposed on The Residents due to The Heim.

9.4.1.The Heim reserves the sole discretion, to determine the appropriate amount of monies due for compensation, financial penalties and/or other payments and to impose on The Resident an obligation to satisfy this amount.

9.4.1.1.The appropriate amount of monies due, will reflect the losses incurred by The Heim for the damage and/or theft that has occurred, including the time spent to arrange for the rectification of the discrepancies.

9.4.2.The Heim reserve the right to deduct from the deposit and/or charge the debit/credit card(s) of The Resident in order to completely compensate The Heim for all costs incurred by The Heim to rectify any damage and/or theft from the Unit during The Resident's stay, as determined per s.9.4.1.

9.4.2.1.The Heim will attempt to charge debit/credit card which The Resident secured the deposit with.

9.4.2.2.Where the debit/credit card that The Resident secured the deposit with is unable to satisfy the full monies due to The Heim, The Heim will attempt to charge the debit/credit card The Resident made the reservation payment with, in the instance where these are different debit/credit cards.

9.4.2.3.The Heim, at their discretion, may allow for payment to be made through other means, suggested by The Resident.

9.4.2.3.1.If The Resident is found liable to pay compensation for damage and/or theft of The Heim' property, and The Resident has been unable to satisfy the full monies due to The Heim from the processes outlined in s. 9.4.2.1, 9.4.2.2 and/or 9.4.2.3 in a timely manner, The Heim reserves the right to pursue other means to retrieve the outstanding monies due, including, but not limited to, litigation and/or enlisting debt collection agents and The Resident will be liable for all costs associated with these processes, in addition to the compensation due for damage and/or theft.

9.4.3.After 14 days of failure to satisfy the outstanding compensation, penalties and/or other payments due to The Heim, the amount of monies outstanding will accrue interest of 3% above the Bank of England base interest rate.

9.5.Conduct short of damage and/or theft of The Heim' property.

9.5.1.Leaving the Unit in a state of disrepair and/or in complete disorder and/or with excessive waste in a manner beyond what is typical for the Housekeeping team to be presented with and/or which requires the Housekeeping team an amount of time significantly greater than is typical to clean the Unit and/or requires the Housekeeping team to use specialist equipment that is not typically used to clean the unit and/or The Resident has been unwell in accordance with s.11.2. and in the interests of safety The Heim must ensure a deep clean.

9.5.1.1.Where The Heim finds that Your conduct was in line with s.9.5.1, You will be liable to compensate The Heim through payment of £250.00, as a 'Deep Cleaning Fee'.

9.5.1.2.Additional compensation to The Heim may be required, in addition s.9.5.1.1, where additional damage and/or theft is found to The Heim' property, or where monies were spent by The Heim, their agents, or affiliated third parties beyond what is typical for the cleaning of the Unit and/or where the replacement of items was necessary.

9.5.2.Leaving the Unit with items that are prohibited by law and/or requires specialist disposal, including but not limited to: drugs, illegal/illicit substances, paraphernalia related to illegal/illicit substances, gas canisters, hazardous material, or items which are too large and/or heavy for The Heim to dispose of.

9.5.2.1.Where The Heim finds that Your conduct was in line with s.9.5.2, You will be liable to compensate The Heim through payment of £250.00 for a 'Hazardous Disposal Charge'.

9.5.2.2.Additional compensation to The Heim, in addition to s.9.5.2.1, may be required where additional damage and/or theft is found to The Heim' property, or where monies were spent by The Heim, their agents, or affiliated third-parties for the disposal of items.

9.5.3.Leaving the Unit with items stained, and/or in need of special cleaning, repair and/or replacement. Such items include, but are not limited to, all surfaces, upholstery, bedding, other linens, bathroom materials and/or other products/amenities within the Unit.

9.5.3.1.Where The Heim finds that Your conduct was in line with s.9.5.3, You will be liable to compensate The Heim for the full cost of the special cleaning, repair and/or replacement of the items affected. This will be calculated and collected in accordance with s.9.4.

9.5.4.Losing keys and/or fobs to the Unit, which were provided by The Heim for access to the Unit. This includes depriving The Heim of possession of the keys/fobs, whether deliberately or negligently.

9.5.4.1.Where The Heim finds that Your conduct was in line with s.9.5.4, You will be liable to compensate The Heim through the payment of £75 per key or fob for a 'Lost Keys' charge, in addition to any other costs incurred by The Heim including, but not limited to, lost revenue, labour costs and miscellaneous operational costs.

9.5.4.1.1.An exception to s.9.5.4 and 9.5.4.1 may occur, at the sole discretion of The Heim, where the keys are returned to The Heim in a timely manner.

9.5.5.Allowing and/or causing an infestation to enter and/or spread in the Unit.

9.5.5.1.Where The Heim finds that Your conduct was in line with s.9.5.5, You will be liable to compensate The Heim for the full cost incurred in order to rectify the infestation, including, but not limited to immediate and urgent response, damage to The Heim' property, the need to replace property and/or loss of revenue. This will be calculated and collected in accordance with s.9.4.

9.5.6.Being abusive in any way to The Heim, their staff, agents and/or their affiliated third-party companies, including their staff and/or agents.

9.5.6.1.Where The Heim finds that Your conduct was in line with s.9.5.6, You will be liable to compensate The Heim £250.00.

9.5.7.Suspicions of conduct short of damage and/or theft of The Heim' Property, will still initiate the processes outlined in s. 9.1 – 9.4 inclusive.

10.EVICTIONS

10.1.The Heim reserves the right to instruct their affiliated security team and/or law enforcement to conduct an eviction of The Resident and/or Other Residents and/or other person(s) within the Unit for any of the following reasons, at their sole discretion, where The Resident and/or Other Residents and/or other person(s) within the Unit, where a contravention of any of the terms in this agreement is reasonably believed to have been committed, in line with s.2.2.2., and/or where the acts and/or omissions of The Resident and/or Other Residents have led to the satisfaction of conditions that have been explicitly stated across this document to lead to eviction.

10.2.In addition to the reasons in s.10.1, The Heim may instruct an eviction to take place where:

10.2.1.The acts, omissions or presence of The Resident and/or Other Residents and/or other persons, would contravene the legal and/or equitable obligations and/or other obligations that exist between the legal owner of the Unit and any other person(s), including, but not limited to, the Freeholder, the Local Authority and/or other parties with interests in the Unit.

10.2.2.Where The Heim has reserved the right in this agreement to request The Resident and/or Other Residents and/or to vacate the unit, however they fail to do so and/or fail to do so in a timely manner and/or reject the request.

10.3.In the event of The Heim instructing an eviction, The Resident will be liable to pay £250.00 in compensation to The Heim for an 'Eviction Charge', in addition to other costs incurred throughout the eviction process, including damage caused by any party during the eviction process.

10.4.If The Resident has been evicted prior to the agreed check-out date for the reservation of the Unit, You will not receive a refund.

11.GENERAL SAFETY, FIRE SAFETY AND SECURITY POLICIES

11.1.Monitoring of the Unit for Safety and Security

11.1.1.The Heim has installed cameras, which records audio and video outside the Unit, in order to monitor the Unit for the purposes of safety and security.

11.1.2.Inside the Unit The Heim have installed non-invasive decibel sensor technology, which records the level of sound within the Unit, but does not record audio or video.

11.1.3.The Heim reserves the right to evict The Resident and/or claim compensation from The Resident in line with s.9, if they damage, tamper with, or interfere with the monitoring equipment, outlined in s.11.1.1 and s.11.1.2, in any way.

11.2.Illness and Epidemics

11.2.1.The Heim reserves the right to refuse accommodation to anyone who has any illness.

11.2.2.The Resident is obligated to inform The Heim where sickness occurs during The Resident's stay at the Unit.

11.2.2.1.Where The Heim is informed of, and has suspicions of, sickness during The Resident's stay at the Unit, The Heim, at their sole discretion, reserves the right to make continued stay at the Unit conditional on appropriate healthcare being obtained and/or require payment of a 'Deep Cleaning Fee' in line with s.9.5.1.1 and/or request for The Resident to vacate the Unit.

11.3.Fire Safety

11.3.1.The Heim has installed smoke and heat detectors, fire extinguishers and

blankets, fire safety information and emergency evacuation plans in the Unit for the protection of the Unit against a fire and for the benefit of The Resident and Other Residents, in the event of a fire.

11.3.2.For the purposes of Fire Safety, The Heim does not permit The Resident and/or Other Residents, to cover electrical appliances.

11.3.2.1.An exception to s.11.2.2. is the covering of radiators in the Bathroom, with The Heim does permit.

11.3.3.The Heim does not permit The Resident to light any candles, or cause there to be any open flames within the Unit at any time.

11.3.4.The Heim reserves the right to The Resident and/or claim compensation from The Resident in line with s.10, if they damage, tamper with, or interfere with the fire safety equipment installed by The Heim, outlined in s.11.3.1 or other fire safety equipment in the building the Unit is housed in any way.

11.3.5.The Heim does not permit The Resident to trigger the fire alarm, unless there is a fire and/or imminent threat of fire and/or other just cause, which satisfies The Heim.

11.3.5.1.Contravention of s.11.3.5 will cause The Resident to be liable to pay The Heim £250.00 in compensation, in addition to any other costs incurred by The Heim.

11.3.5.2.Where s.11.3.5 has been contravened, The Heim reserves the right to contact legal authorities and/or pursue prosecution in line with the Fire and Rescue Act 2004.

12.COMPLAINTS AND REQUESTS FOR REFUNDS

12.1.Should You wish to submit a complaint and/or a request for a refund, You must send an email detailing this, reasoning for this and/or evidence of the reasoning to complaints@jacksonheim.co.uk

12.2.This will then be dealt with through our internal complaints procedure which operates as follows:

12.2.1.Starting from, and exclusive of, the working day of receipt, the Head of Customer Service will have 28 working days to investigate Your complaint and/or request for a refund and respond with a remedy.

12.2.2.Where You are unsatisfied by the remedy proposed by the Head of Customer Service, in line with s.12.2.1, You may appeal the decision through a request in writing to do so.

12.2.3.From the working day of receipt of a request for an appeal, excluding the day it was received, the Managing Director will have up to 28 working days to review the investigation of the Head of Customer Service, their remedy and to initiate any other investigations they deem appropriate, before responding with their remedy, whether this be different to or the same as the Head of Customer Service's remedy.

12.2.4.The Managing Director's decision regarding Your complaint and/or request for a refund is final.

12.3.Any complaints and/or requests for refund(s), must be received in writing by The Heim no later than 10 working days following the end of the reservation, which the complaint and/or request for refund(s) relates to.

12.3.1.Any complaints and/or requests for refund(s) that The Heim is notified of more than 10 working days following the end of the reservation, which the complaint and/or request for refund(s) relates to will not be considered.

12.4.Throughout the investigation The Resident must cooperate, in good faith, to provide information to the investigation and the complaint must be issued in good faith.

12.4.1.Where The Resident does not cooperate, or does not do so in good faith, The Heim may make The Resident liable for compensation for expenses incurred, including, but not limited to, the time spent dealing with the complaint.

12.4.2.The Resident will be deemed to not cooperate, or to not have done so in good faith, as outlined in s.12.4.1, if, noting this is not an exhaustive list, they do not respond to requests for information pertaining to the investigation, their conduct inhibits and/or delays the investigation and/or if they are deceitful, dishonest and/or provide fraudulent evidence.

12.5. The Heim strongly encourages You to report issues, or complaints, as soon as you become aware of any discrepancies, for the benefit of You and The Resident.

12.6. As outlined in s.13.7.3, Jacksonheim Concierge Ltd is a member of the Property Redress Scheme and is an option for The Resident to use to pursue recourse, independent of, or after the conclusion of, the above internal complaints procedure.

13.MISCELLANEOUS

13.1.Standard Operating Hours

13.2.The Heim does operate on Bank Holidays and Public Holidays, but the Standard Operating Hours outlined in s.13.2.1 are subject to change.

13.2.1.The Heim operates the following Standard Operating Hours:

Monday: 09:00 – 20:00
Tuesday: 09:00 – 20:00
Wednesday: 09:00 – 20:00
Thursday: 09:00 – 20:00
Friday: 09:00 – 23:00
Saturday: 09:00 – 23:00
Sunday: 09:00 – 20:00

13.3.Lost Property

13.3.1.With the exception of perishable goods, The Heim will collect, log and store items found in the Unit for up to 14 days.

13.3.2.The Resident will be informed of items left in the Unit, if The Heim finds them and attributes their ownership to The Resident.

13.3.3.The Resident will incur a £15 surcharge, payable to The Heim, for the handling and return of their items.

13.3.3.1.The surcharge outlined in s.13.2.3, may vary depending on the size of the item(s), quantity of items and postal costs.

13.4.Jurisdiction and Enforcement

13.4.1.This document is a legally binding agreement between The Resident and Jacksonheim Concierge Limited.

13.4.2.This document is enforceable by the judiciary of England and Wales.

13.4.3.Where the judiciary of England and Wales strikes down any clause(s) in this agreement, all other clauses will remain the same and be in force.

13.4.4.This agreement does not affect the Resident's statutory rights.

13.4.4.1.Where The Resident finds that their statutory rights may be affected by this agreement, The Heim encourages The Resident to notify them of this, so this can be addressed.

13.4.5.The payments made for the reservation of the Unit will constitute the consideration for the enforcement of this agreement.

13.5.Changes to this agreement

13.5.1.Changes to this agreement are only valid and override the original agreement, where they are made with the mutual consent of The Resident and Jacksonheim Concierge Limited AND the consent to the change and the details of the change is made in writing.

13.5.1.1.Changes to the agreement that are conveyed orally, or in any other means except for in writing, are not valid.

13.5.2.Changes to this agreement, only affect the clause(s) with which the change is made in respect to, and all other clauses will remain the same.

13.5.3.Where a change and/or an additional agreement is made in writing with mutual consent, but it is not said which clauses will be changed by this agreement, it will be the case that the clauses which would otherwise contradict with the new change/agreement will be overridden.

13.6.Severance Clause

13.6.1.This agreement may be terminated at the mutual consent of The Resident and Jacksonheim Concierge Limited, expressed in writing.

13.7.Compliance

13.7.1.Jacksonheim Concierge Limited is registered on Companies House under number: 13571468

13.7.2.Jacksonheim Concierge Limited is VAT registered. The VAT number for Jacksonheim Concierge Limited is: GB 390 105718

13.7.3.Jacksonheim Concierge Limited is registered with the Property Redress Scheme under membership number: PRS035465.

13.7.4.The registered office address of Jacksonheim Concierge Limited is: Jacksonheim Property Group Hq, 4 Naval Street, Manchester, England, M4 6EW.

13.7.5.The Units of Jacksonheim Concierge Ltd may be managed under HeimhostTM.

13.7.5.1.Heimhost is a Trademarked and protected term.