



# ADDITIONAL INFORMATION

ADDRESS: 6 queen street - Edinburgh - EH2 1JE - SALES: +44 (0)131 240 0080 - RECEPTION AND CONCIERGE: +44 (0)131 240 0080  
EMERGENCY: +44 (0)131 240 0080 - EMAIL: [concierge@scottishapartment.com](mailto:concierge@scottishapartment.com) - WEBSITE: [www.scottishapartment.com](http://www.scottishapartment.com)

ScottishApartment.com  
THE SERVICED APARTMENT EXPERTS



We are located at 6 Queen Street, Edinburgh EH2 1JE. Our offices are between Hanover Street and North Saint Andrew Street. Coming from Hanover Street you will see a black door on your right hand side +- 60 metres from the traffic lights (Hanover Street and Queen Street) Kindly call the concierge on +44 (0)131 240 0080 if you get lost.

PLEASE NOTE THAT THIS IS ONLY THE LOCATION OF OUR OFFICE AND THAT YOU WILL BE SUPPLIED WITH THE DIRECTIONS AND KEYS TO YOUR APARTMENT

CHECK-IN TIME	15H00 – 20H00. At check-in you'll need to bring photo I.D. and credit/debit card details for security so that we can release the keys.
EARLY CHECK-IN	from 10H00 onwards; start enjoying your apartment even earlier! We can arrange your early check-in for £10 per hour. But alternatively, if you are too pressed for time, you could think about securely storing your luggage with us from any time until your preferred check-in time.
LATE CHECK-IN	for £10 charge after 20H00. Trains, planes and busy schedules mean you don't reach Edinburgh until 20H00? No problem. Inform us as soon as you know and for just £10 you can check-in after 20H00.
CHECK-OUT TIME	10H00
LATE CHECK-OUT	Only £10 per hour until 13H00. Extra time in bed, having breakfast and getting geared up in the morning. You choose what time you leave us. Be kind to yourself and ask us to push back your check-out time! Book your late check-out 48 hours before you check-in.
LUGGAGE STORAGE	Is available after your check-out, at a cost of £2.50 per item.
PARKING	NCP provides secure parking in the City Centre. Please look at their website for full details and rates. Royal Mile: On-street parking is not available on the Royal Mile itself; guests can load/unload outside the apartment, and then park at their chosen location. New Town: On-street parking is available in marked zones. Please check local parking regulations. Harbour: Free underground parking is available at the Harbour apartments. Grassmarket: On-street parking is available on the Grassmarket. Please check parking regulations. The NCP car park at Castle Terrace is located 5 minutes from here.
PLEASE NOTE	All buildings are non-smoking Some of our Apartments are housed in historical buildings and do not have lifts. Should you require a lower level floor please let us know at least 72 hours prior to arrival. *Porter service is available if needed

BEING THE LARGEST SERVICED APARTMENT PROVIDER IN SCOTLAND, LOCAL BUSINESSES AND SUPPLIERS OFFER OUR GUESTS THE BEST DISCOUNTS TO THE TOP ATTRACTIONS, TOURS AND EVENTS IN THE CITY! MAKE SURE YOU BOOK NOW IN ORDER TO MAKE THE MOST OF THESE DEALS AND YOUR TIME IN EDINBURGH.

## IN-APARTMENT SERVICES

- + [Personal Chef](#)
- + [Romantic Pack](#)
- + [Xbox360 Hire](#)
- + [More](#)

## TOUR AND ATTRACTION BOOKINGS

- + [Highland Tours](#)
- + [Ghost Tours](#)
- + [Edinburgh Dungeons](#)
- + [More](#)

## TRANSPORT

- + [Airport Shuttle](#)
- + [Car Hire](#)
- + [More](#)

## GROUPS

- + [Party on A Bus](#)
- + [Pole Dancing](#)
- + [Quad Biking](#)
- + [More](#)

## EXECUTIVE SERVICES

- + [Conference and Meeting Room](#)
- + [Mobile phone rental](#)
- + [Laundry and Dry Cleaning](#)
- + [More](#)

## LEISURE SERVICES

- + [5\\* Gym and Spa](#)
- + [Restaurant bookings](#)
- + [More](#)

OUR FULL LIST OF PERSONAL CONCIERGE SERVICES CAN BE VIEWED AT [HTTP://WWW.SCOTTISHAPARTMENT.COM](http://www.scottishapartment.com) WHEN YOU DREAM IT, WE WILL DO IT!





# TERMS AND CONDITIONS

**ScottishApartment.com**  
THE SERVICED APARTMENT EXPERTS

## 1. SCOTTISHAPARTMENT AS AGENT.

Please note that Scottishapartment.com acts as a booking agent. Scottishapartment.com does not itself provide the apartment accommodation. Your contract for the provision of the accommodation is with your host Apartment.

## 2. PAYMENTS & CONFIRMATIONS.

In order to confirm your reservation we require a 50% deposit of the total value of the booking, the balance of which is due on arrival (if you reserve 28 days or more in advance). Reservations are not confirmed until you receive a Scottishapartment.com reservation number that commences 'SA' by Email, telephone or fax. Scottishapartment.com accepts no liability for people who arrive at the apartment accommodation before receipt of this reservation number.

### BOOKING FEE

A NON-REFUNDABLE BOOKING FEE OF £12.50 WILL BE CHARGED FOR ALL RESERVATIONS.

### CARD HANDLING FEES

DEBIT CARD - FREE OF CHARGE

VISA & MASTERCARD 1.5%

AMERICAN EXPRESS 3.5%

## 3. ACCEPTED FORMS OF PAYMENT.

All major debit/credit cards, American Express and bank transfers. Please note that a reservation remains a provisional one until the deposit has been received. Full payment is needed for reservations made less than 28 days before check-in.

## 4. APARTMENT UNAVAILABILITY.

Should your booked apartment be unavailable for whatever reason, SA.com, acting as agents, reserve the right to offer you another apartment of equal or better standard, within Edinburgh. Should this not be possible SA.com will offer you a full refund.

## 5. CANCELLATIONS AND ALTERATIONS.

28 days written notice is required for all cancellations and alterations. All changes need to be received by Scottishapartment.com by e-mail or fax and will only be effective on the date of written receipt. Guests are advised to obtain personal travel insurance covering their accommodation.

Cancellation Reservation Fees (on total value of reservation):

Cancellations are a reduction in the number of nights, people or apartments.

### STAYING MORE THAN ONE NIGHT

MORE THAN 28 DAYS NOTICE - 1ST NIGHT CHARGE

28 DAYS AND LESS NOTICE - DEPOSIT

### ONE NIGHT STAYS

MORE THAN 28 DAYS NOTICE - 50% CHARGE

28 DAYS AND LESS NOTICE - NO REFUND

### STAYING IN MORE THAN ONE APARTMENT

MORE THAN 28 DAYS NOTICE - 50% CHARGE PER PERSON PLUS £15 ADMIN FEE

28 DAYS AND LESS NOTICE - NO REFUND

Refunds are credited to the card/method used for payment. The card handling and booking fees are excluded - they are non-refundable.

### ALTERATIONS

ALTERATIONS ARE DEFINED AS A DATE CHANGE. ANY ALTERATIONS ARE SUBJECT TO A £15 ADMIN FEE, CHARGED ON EACH BOOKING.

## 6. EXTENDING YOUR STAY

Extensions will require a new reservation for the additional date(s), subject to availability and prevailing rates, and are subject to a possible rate change.

## 7. EXTENSIONS (UNAUTHORISED).

You are required to notify us at least 48 hours in advance (where possible) of your intention to extend your booking.

Unauthorised extensions will result in a £250 (GBP) charge to cover SA.com's costs of moving guests that were booked into your apartment.

## 8. COMPLAINTS.

Scottishapartment.com has made every reasonable effort to ensure the freshness, quality and value of your accommodation. In the event of a complaint, guests may contact Scottishapartment.com during their stay at the apartment and we will do our utmost to assist you. However, ultimately we cannot accept liability for guest dissatisfaction with an apartment. Scottishapartment.com can-

not assist guests who choose to first submit complaints after departing the accommodation.

### EARLY CHECK-OUTS

IT IS THE GUEST'S RESPONSIBILITY TO NOTIFY SCOTTISHAPARTMENT.COM OF ANY EARLY CHECKOUTS.

## 9. INFORMATION.

Much of the accommodation information provided on our website and by our reservation centre is supplied by each apartment's owners. Whilst every care has been taken to ensure that all information provided online, by telephone and facsimile is accurate, Scottishapartment cannot be held liable for any errors or omissions it may inadvertently contain.

## 10. AVAILABILITY.

Confirmations are made by Scottishapartment.com on the basis of availability information supplied by apartments. In the unlikely event that Scottishapartment is advised that an apartment is not available after Scottishapartment.com has issued a confirmation to a guest, Scottishapartment.com reserves the right to cancel the reservation with a full refund to the guest. Under such circumstances Scottishapartment.com's liability is limited to the payment received for the accommodation booked via Scottishapartment.com and now being cancelled. This liability does not extend to travel commitments or other costs. In such an event we would naturally do all we can to offer alternative but equivalent accommodation. Please also refer to Force Majeure.

## 11. OCCUPANTS.

Only persons notified to us prior to arrival may occupy the apartment. The number of persons permitted to occupy the apartment is limited to the number of beds available and this limit may not be exceeded.

## 12. DAMAGE LIABILITY.

It is expected that the apartments are left in a clean and tidy order. Guests are responsible for any damage to the apartment and its contents during their stay which has occurred due to negligence or omission. Any damage must be reported to us without delay. Any lost property will be held for 14 days and if it is not claimed it will be donated to a local charity. You will be held responsible for the keys to the apartment at £30 per set if lost or damaged. Furthermore, we reserve the right to charge guests who cause disturbance to other guests and tenants.

**A)** A £500 fine is charged to guests who tamper with any fire alarm devices or extinguishers. You are placing yourself and other guests in danger. Should the fire alarm sound, leave your apartment immediately.

**B)** Any non-emergency call outs will accrue a £75 charge. Maintenance staff are only available outside of 09H00-17H00 Mon-Sun for high-level emergencies: leaking roof; fire; blocked drains/toilet which could result in a leak/flood; no heat or hot water; non-working stove. Guests must confirm that their apartment has hot water and working stove within working hours - if they check-in at 16H00 or before. If guests check-in after 16H00 and find that heat, hot water or stove are not working, they must inform maintenance as soon as possible, by 20H00: they will not be charged the £75 fee but will be attended as soon as possible. Non-emergency requests will be attended to within 24 hours.

## 13. DISCLAIMER

Guests should be aware at the time of booking that ScottishApartment.com does not take responsibility for guests' possessions whilst they are staying in our apartments. We take all reasonable steps to ensure safety of your possessions but advise you to arrange your own insurance. This applies to items left in your apartments, vehicles parked and items left in our reception (at any time).

## 14. FORCE MAJEURE.

The owner and the agent do not accept liability or pay compensation for any loss, damage or expense where our obligations are prevented or affected by reason of Force Majeure. Force Majeure means any event which we or the owner providing the service could not, even with all due care, foresee or avoid - such as war or threat of war, riots, civil strife, terrorist activity, epidemic, pandemic, industrial action, natural or nuclear disaster, fire, adverse weather conditions, closure of airports or ports, technical problems with transport, governmental action and all other similar events.

## 15. PRE-AUTHORISATION.

Upon arrival Scottishapartment.com reserves the right to request pre-authorisation of guest credit or debit card as security against any damage and incidentals. E & OE: Errors and Omissions Excepted details and specification maybe subject to change without notice.