

BOOKING TERMS AND CONDITIONS

These terms and conditions apply to all bookings at our properties made on joivy.com or through any other available booking platform.

By making a booking, you agree to comply with and be bound by these terms and conditions.

1. Information about us and what we do

Altido London Limited and Altido Scotland Ltd, both trading as JOIVY ('we', 'us', 'our'), provides short-term accommodation across a diverse portfolio of properties throughout the UK and Republic of Ireland.

Our services involve coordinating and managing bookings for a selection of properties on a short-term holiday basis. The properties we offer for short-term renting include:

- **Individual short-let apartments and homes** – fully furnished self-catered properties that are usually accessed by self-check-in.
- **Aparthotels** – apartments within a building exclusively managed by us, typically featuring a reception area and optional housekeeping services.
- **Hotels** – full-service hotels offering daily housekeeping, front desk assistance and a variety of on-site amenities.
- **Pop-up hotels** – temporary or seasonal lodging concepts in Purpose Built Student Accommodation.

2. About these terms and conditions

When you complete a booking, regardless of the platform used to make the reservation, you agree to be bound by these terms and conditions as well as any additional terms communicated to you during the booking process.

These terms and conditions apply to all properties managed by us across the United Kingdom including England, Scotland as well as in the Republic of Ireland. Due to regional differences in legal and regulatory frameworks, certain provisions may vary for properties located in Scotland and the Republic of Ireland as set out in these terms and conditions.

Our agreement with regards to your booking shall not, under any circumstances, create a tenancy under any applicable legislation or statutory provision, and you agree that

you shall not be entitled to any statutory or other protection that would otherwise apply to a tenant under such legislation.

3. Hosts

We provide properties owned by parties with whom we have a commercial agreement. In every such case, those property owners are the 'host' for the purposes of your booking. When you make or request a booking, this booking is made directly with the host.

4. Booking a property

You can make a booking on our website (www.joivy.com) or through one of our partner platforms including but not limited to Airbnb, Booking.com, VRBO and Expedia.

To make a booking, please follow the instructions on the platform you have chosen.

You will find a description of the property you are booking as well as any other relevant information on the platform you use to make your booking.

Once confirmed, you will receive an email confirmation confirming the property, duration of your stay and breakdown of the applicable fees.

You must review the details of your booking carefully and notify us immediately of any mistake or incorrect information.

We strongly advise you to review the host's current cancellation and alteration policies before making a booking. Note that any such cancellation terms are entirely outside our control. This includes our cancellation policies for properties we lease.

When your booking is confirmed, you will be granted a licence to occupy the property you have booked for the duration of your stay and for holiday purposes only. No landlord-tenant relationship is created between you and the host as a result of the booking.

You must at all times use the property in a reasonable and responsible manner, and observe any reasonable rules or regulations made by the host. See clause 10.

You agree that your use of the property is exclusively and at all times for holiday purposes.

5. Booking fees and payment

Payment terms vary by property type and will be detailed during the booking process. Full or partial payment may be required upfront.

The fees you select during the booking process may be on a refundable or non-refundable basis as outlined on the platform you use to make the booking.

- If we collect your payment on behalf of the host, we are responsible for managing the transaction and ensuring its completion. Your payment to us constitutes full settlement of the amount owed to the host. We may require you to verify your payment information and provide us with additional information such as the last digits of your payment card (including photos of such). This verification will be conducted through Enso Connect, one of our guest management partners, who will send you a link or request to verify your payment or identity. If payment is not received or verified, your booking will be cancelled.
- In some cases, the host may charge you directly. This typically happens in person at the start of your stay (like in a hotel), but it could also occur, for example, via a charge to your credit card at check-out.

6. Damage waivers and security deposits

Depending on the type of property you have chosen, you may be required to pay a damage waiver fee or provide us with a security deposit. This fee or deposit protects you from having to pay for accidental damage to the property during your stay, under certain conditions.

Please see clause 9 of these terms and conditions and our Damage Waiver & Security Deposit Policy for more information about what this agreement does.

7. We only accept bookings when you have provided us with all your information and that there is no reason to not accept

Some of our bookings are protected by Truvi, our guest management partner.

Truvi is the trading name for Truvi Technologies Limited, a company incorporated and registered in England and Wales with company number 11871938 and registered offices at 3rd Floor 1 Ashley Road, Altrincham, Cheshire, United Kingdom, WA14 2DT.

ID checks and other information

Where applicable, before your booking can be confirmed, you will be required to complete identity verification (ID checks) which we will share with Truvi.

In the event that Truvi manages the ID check for the booking, your booking will be subject to Truvi's terms and conditions which you will have to comply with at all times. Please see

Truvi's terms and conditions online to ensure that you are reviewing the latest version of such.

The details of what you need to do with regards to ID checks will be provided in the booking confirmation. If you fail to complete the ID checks or if you have an inadequate immigration status, we may cancel your booking.

Other instances where we may reject your booking

We may also reject your booking if you have indicated in your booking that you will use the property for a reason that is not permitted by the host. It is the host that decides the manner in which their property is to be used and who makes up these rules. We will notify you when your booking is not in line with any such permitted use and your booking will be rejected, or cancelled.

We may also reject or cancel your booking if we have not received payment for your booking. See clause 5.

8. Cancellation

Cancellation policies differ depending on the property type and rate you select when making your booking. Please see your booking confirmation for specific details.

You acknowledge that any cancellation or refund conditions are subject to the host's cancellation policy. Please ensure you read and understand these terms before you make a booking.

9. Damage

You will be liable for any damage to the property caused directly or indirectly by you, your actions or negligence during your stay including those included in your booking and/or other invitees.

You should report any property damage to:

- The host – as per the contact details provided by them.
- Us via email, phone (See clause 17) or through the booking platform you used to make your booking.

If you do not report any such property damage or if it can be demonstrated that the damage occurred during your stay, you will be liable for any such damages.

Our Damage Waiver & Security Deposit Policy applies to this section.

10. Your obligations

In addition to any property-specific terms (see next section), by making a booking, you agree and undertake that:

- **Your information** – all the information you have provided in your booking is correct, complete and up-to-date.
- **Check-in and Check-out** – you will enter and leave the property strictly in accordance with the check-in and check-out times specified in your booking confirmation. If you stay in occupation beyond the check-out time, you will be liable to pay an additional fee for each day (or part thereof) based on the nightly rate applicable to the property.
- **Permitted use** - you will only use the property in the manner permitted by your host and as holiday accommodation. In no event can you treat or refer to the property as your main residence or domicile.
- **Fire Safety – you should** familiarise yourself with the property including the locations of fire exits, firefighting equipment and how to summon emergency services. In the event of a fire, you must evacuate the property immediately, call 999, and report the incident to us as soon as it is safe to do so.
- **Occupancy limits** – you will respect the number of occupants you have stated at booking time. You may not allow more people to stay at the property without the previous consent of the host and in any event, the sleeping capacity of the property cannot be exceeded at any time.
- **Responsibility for guests** – you are fully responsible for the behaviour of any person you permit to enter the property during your stay including for any damage caused by them.
- **Damage** – you are responsible for any damage caused during your stay. In case of damage, you must act promptly to minimise its effects and prevent it from worsening or causing nuisance to neighbouring occupiers. You must notify us or the host without delay of any damage to the property.

- **Security at the property** – you shall take every measure to ensure that the property is secure during your stay including to lock doors and windows whenever leaving the property.
- **Ventilation and maintenance** - you must ensure the property is appropriately and safely ventilated to prevent any build-up of damp, moisture, cooking smells, smoke, or grease. You must also take care not to block, or damage drains or sanitary appliances.
- **Pets** - you must not keep or allow any pet or animal at or into the property without the host's prior written consent. Where pets are permitted, they may not be left at the property unattended at any time and they cannot be allowed on any furniture (including sofas and beds). You will have to provide bedding for your pets, and you will be liable for any damage caused by your pets during your stay. Note that we cannot warrant that the property will be safe or secure for pets, including whether any outdoor area is properly fenced off or pet-safe.
- **Conduct** - you must not do, or allow to be done, anything at the property that is illegal, or which may reasonably be considered to be a nuisance, annoyance, inconvenience, or disturbance to the host or any occupier of a neighbouring property.
- **Parking** - you must park any car, motorcycle, or other vehicle only in the parking space(s) provided (if any). You agree to park sensibly and with due consideration to neighbouring properties. You must not park over driveways, in turning areas, or in any manner that may cause obstruction.
- **Condition and cleanliness** - you must keep and leave the property, including all fixtures, fittings, and furnishings, in good, clean, tidy condition and free of any rubbish at the moment of your departure. You must not cause any damage to the walls, doors, windows, or any part of the property, the building of which it forms part, or any neighbouring property. This includes external areas appurtenant to the property, such as gardens, which must not be tampered with or rearranged (e.g. no moving of plants or flowers).
- **Belongings** - you must remove all personal belongings from the property at the end of your stay. We cannot be held liable for any items left behind. If we find any items left behind, you will be liable to pay for our costs (or the ones of the host) in returning these items to you.

- **Use of Utilities** - you agree to use electricity, gas, water, sewage, telecommunications, data, or any other services and utilities to or from the property in a reasonable manner, consistent with what is reasonably necessary for the enjoyment of the Property as holiday accommodation.

We reserve the right to withhold a portion of the security deposit to cover this amount, or to charge you in addition for it.

Gas limits (per month):

1 bed = £35	2 beds = £47	3 beds = £57	4 beds = £66	5 beds = £80
or equivalent in euros	or equivalent in euros	or equivalent in euros	or equivalent in euros	or equivalent in euros

Electric limits (per month):

1 bed = £36	2 beds = £50	3 beds = £60	4 beds = £67	5 beds = £82
or equivalent in euros	or equivalent in euros	or equivalent in euros	or equivalent in euros	or equivalent in euros

Use of noise, occupancy smoke and motion detectors

To ensure the safety, security and compliance with house rules at our properties, the host or us may use noise, occupancy, smoke and motion detectors in or around the property.

Where CCTV is in use, please refer to signage around the property around this together with any applicable privacy notice.

If you have any concern in relation to this, please contact us as set out in clause 17.

11. Property-specific terms

Any property-specific information will be provided to you before your stay.

12. Location-specific terms

If you are staying in a property located in England, the following additional provisions apply:

All bookings are holiday lets, within the meaning of Schedule 1, Paragraph 9 of the Housing Act 1988. This agreement is not intended to create a tenancy or confer any security of tenure under the Housing Act 1988 or any other statutory provision and you will not acquire any rights, statutory or other protection that would otherwise apply to a tenant under such legislation.

You acknowledge and agree that the host retains control and possession of the property at all times, and that you have no right to exclude the host from the premises.

If you are staying in a property located in Ireland, the following additional provisions apply:

Your entitlement to occupy the property is for the purpose of a holiday only. Pursuant to Section 3(2)(f) of the Residential Tenancies Acts 2004 – 2025, the provisions of the Residential Tenancies Acts 2004 – 2025 do not apply to your occupation of the property. This agreement is not intended to create a tenancy or confer any security of tenure under the Residential Tenancies Acts 2004 – 2025 or any other statutory provision and you will not acquire any rights or statutory protection that would apply to a tenant under such legislation. You acknowledge and agree that you occupy the property as a licensee only on a non-exclusive basis and that the host retains control and possession of the property at all times and you have no right to exclude the host from the property.

If you are staying in a property located in Scotland, the following additional provisions apply:

All bookings are holiday lets, within the meaning of Schedule 1, Paragraph 6 of the Private Housing (Tenancies) (Scotland) Act 2016. This agreement does not create a Private Residential Tenancy or confer any security of tenure and you will not acquire any rights under the Rent (Scotland) Act 1984, the Housing (Scotland) Act 1988, or the Private Housing (Tenancies) (Scotland) Act 2016. You agree that your use of the property is exclusively for holiday purposes.

Where required under the Civic Government (Scotland) Act 1982 (Licensing of Short-Term Lets) Order 2022, the host holds a valid short-term let licence or is otherwise operating lawfully under an exemption or transitional arrangement, you must comply with any licence conditions, including occupancy limits, waste disposal, and permitted use. Failure to comply may result in immediate termination of your booking

Even where your booking exceeds 28 days, the occupation must remain temporary and in line with a holiday stay. You must confirm that you have a principal home elsewhere, and sign a declaration in respect of this if requested to do so by the host and will not use the property as your permanent home or domicile and you must not use the property address for postal deliveries or for registering with healthcare providers, banks, schools, electoral rolls, or any government or public services.

For the avoidance of doubt, we act solely as an agent and do not own or let the properties listed. Your booking is made directly with the host, who remains the principal in the booking contract.

13. When we may make changes to or cancel your booking

We reserve the right to make changes or to cancel your booking if:

- **A force majeure event occurs**, that is events outside our reasonable control such as natural disasters and pandemics.
- **There has been damage to the property** prior to your stay or there are any other safety concerns.
- **There are local regulatory changes or council-imposed restrictions** in Scotland or the Republic of Ireland (e.g., licensing withdrawals or planning enforcement actions). We reserve the right to modify or cancel affected bookings.

In all those cases, we will offer alternative accommodation where possible or issue you with a refund.

- **You have breached these terms and conditions** (see next section).

14. Termination

Your booking may be terminated in the following circumstances:

- **Where you have breached any of these terms and conditions** – in which case we (or the host) may cancel your booking or, if you are already in occupation, your stay may be terminated immediately. In such a case, you must vacate the property as soon as reasonably practicable and no later than the day following notice of termination.

If your booking is cancelled as a result of a breach, you may not be entitled to a refund, depending on the circumstances.

Any sums or refund due to you will be deducted with any amounts necessary to cover damages, excessive cleaning costs, or missing items according to our Damage Waiver & Security Deposit Policy.

- **Where the host cancels your booking** – it may happen that the host cancels your booking (for any reason). We may inform you of the reason for the cancellation unless doing so would (a) contravene applicable laws or regulations, or (b) hinder the detection or prevention of fraud or other unlawful activity. In the event of such cancellation, we will use reasonable endeavours to arrange alternative accommodation of a similar type and standard in a comparable location. If this is not acceptable to you, you may request a refund for any amounts already paid.

15. We are not liable to you for losses not caused by us

We are not liable for any loss or damage that is not caused by a breach of our obligations.

This means that we cannot be held liable for any loss, theft or damage to your belongings during your stay. We also cannot be held liable for any injury caused to you unless it is caused by our negligence.

16. We use your personal data as set out in our Privacy Policy

The way in which we use and process your personal data is set out in our [Privacy Policy](#).

17. Contact us

If you have any questions or need assistance with your booking, please contact our Reservations Team:

England & Wales: reservations.England@joivy.com / +44 208 854 4295

Scotland and Republic of Ireland: reservations.scotland@joivy.com / +44 131 510 8567

18. You have several options for resolving disputes with us

Our complaints policy. We make every effort to resolve any issues you may have with your booking or anything else promptly and fairly.

If you need to contact us, please do so in writing to our Reservations Team as set out in clause 17. Your email will be reviewed by a manager who will respond to you.

If you are not satisfied with the response, you may take your concern to our Guest Success Team via contact details we will provide to you.

If you are still not satisfied with the response, you may escalate your concerns to our General Manager whose contact details will be provided to you.

You can go to court.

- **For bookings of properties located in England and Wales:** these terms and conditions are governed by English and Welsh law and wherever you live you can bring claims against us in the English courts.
- **For booking of properties located in Scotland:** these terms and conditions are governed by Scottish law and wherever you live you can bring claims against us in the Scottish courts.
- **For booking of properties located in the Republic of Ireland:** these terms and conditions are governed by Irish law and wherever you live you can bring claims against us in the Irish courts.

Damage Waiver & Security Deposit Policy

1. Purpose

This policy outlines Altido London Limited and Altido Scotland Ltd (both trading as Joivy)'s approach to covering damage that may occur during a guest's stay. Depending on the property and booking type, either a **non-refundable damage waiver** or a **refundable security deposit** may be required and this policy will then form part of the Joivy Booking Terms and Conditions. These measures ensure that our properties are protected from damage while offering peace of mind to our guests.

All information regarding the necessity of a damage waiver or security deposit (including amount and method) will be stated clearly during the booking process and in the booking confirmation email.

By confirming booking with us, you acknowledge that you have read, understood and agree to be bound by this policy and you further acknowledge that:

- you are responsible for all your guests.
- violation of this policy may void the protections provided by any Damage Waiver or Security Deposit you may have in place.
- your ignorance of rules will not be a defence for a failure to comply with the terms of this policy.

2. Damage waiver

What it is

A 'Damage Waiver' is a fixed, non-refundable fee that covers the cost of repairing or replacing certain types of accidental damage that occur during your stay.

It is not an insurance policy.

The only instance where we will refund you the Damage Waiver is in case your host cancels your stay.

What is covered

- Minor accidental damage to furniture, fittings, appliances or décor as well as to floorings, walls, ceilings, surfaces and doors.
- Broken dishes, glasses, lamps and other household items.

- Spills or stains on linens or upholstery (within reason).
- Lost or broken keys and access cards.

What is excluded

- Intentional, reckless, malicious, or criminal acts
- Theft or removal of items
- Damage caused by unauthorised guests or pets
- Smoking or use of open flames related damage
- Property loss
- Cosmetic damage (minor scuffs, scratches)
- Any damage not reported during your stay
- Any failure to comply with your obligations (as set out below)

Limits

The limits of what the waiver covers for your booking will be set out in your booking confirmation.

Your obligations

- You are required to report damage to us or to the host as soon as possible and in any event before check-out by phone, email or through the online booking channel
- You must cooperate in any investigation in relation to any damage caused to the property.
- You must not conceal any damage caused to the property.
- You must not engage in fraudulent or misleading behaviour in relation to your reporting and cooperation obligations.

3. Security Deposit

What it is

A 'Security Deposit' is a refundable sum collected in advance of check-in to cover damages not protected under the Damage Waiver or where no Damage Waiver was purchased.

How it works

- The deposit is held on your payment card or collected via a third-party platform.
- It is typically between £200-300(or its equivalent in euros if you are staying in a property in the Republic of Ireland), depending on the property.
- If no damage is found post-checkout, the deposit will be refunded within 28 days.
- If damage is found post-checkout, the refund of the deposit (less any deductions made in accordance with this policy) will be delayed up to 28 days.

When deductions are made

We reserve the right to deduct any sums from the Security Deposit to cover:

- Repairs and replacements costs due to damage
- Extra cleaning fees
- Missing items
- Replacement of key or access cards
- Any loss caused by your breach of service or house rules
- Service or rule violation fees

You will be informed of any deductions to your security deposit before we process them.

4. Payment

Payments for Damage Waiver and Security Deposit must be made via a valid credit or debit card. Cards must remain valid for at least 28 days post check-out.

If the pre-authorisation for the Security Deposit fails, we may cancel your booking.

5. [Your liability beyond the damage waiver and security deposit \(including for our legal costs\)](#)

You remain liable for the full cost of any damage or loss caused during your stay.

While a damage waiver or security deposit may limit liability up to a stated amount, we reserve the right to recover additional costs if damage exceeds the value of the damage waiver or security deposit.

In the event that you fail to pay any such additional fees upon request, **we reserve the right to recover from you any reasonable legal fees, court costs, debt collection charges and other enforcement-related expenses** arising from or in connection with pursuing repayment or enforcement of this policy.

6. Complaints

You have the right to file a claim upon receipt of an excess damage invoice within 14 days of receiving it.

We will review your claim within a reasonable timeframe and will respond to you within 28 days of your complaint.

You are entitled to request supporting documentation including photographic evidence, itemised repair quotes and any related invoices.

We make every effort to resolve any issues you may have with your booking or anything else promptly and fairly.

If you need to contact us, please do so in writing to our Reservations Team as set out in clause 17. Your email will be reviewed by a manager who will respond to you.

If you are not satisfied with the response, you may take your concern to our Guest Success Team via contact details we will provide to you.

If you are still not satisfied with the response, you may escalate your concerns to our General Manager whose contact details will be provided to you.

Or you can go to court:

- For bookings of properties located in England & Wales: this policy is governed by English and Welsh law and wherever you live you can bring claims against us in the English courts.

For booking of properties located in Scotland: this policy is governed by Scottish law and wherever you live you can bring claims against us in the Scottish courts.

For booking of properties located in the Republic of Ireland: this policy is governed by Irish law and wherever you live you can bring claims against us in the Irish courts.

