

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 Guest and/or claim compensation from The Guest 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 Guest is obligated to inform The Heim where sickness occurs during The Guest's stay at the Unit.

11.2.2.1. Where The Heim is informed of, and has suspicions of, sickness during The Guest'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 Guest 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 Guest and Other Guests, in the event of a fire.

11.3.2. For the purposes of Fire Safety, The Heim does not permit The Guest and/or Other Guests, 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 Guest 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 Guest and/or claim compensation from The Guest 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 Guest 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 Guest 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 Guest 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 Guest does not cooperate, or does not do so in good faith, The Heim may make The Guest liable for compensation for expenses incurred, including, but not limited to, the time spent dealing with the complaint.

12.4.2. The Guest 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 Guest.

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 Guest 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: Saturday - Thursday: 09:00 – 20:00, Friday: 09:00 – 23:00

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

13.3.3. The Guest 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 Guest 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 Guest's statutory rights.

13.4.4.1. Where The Guest finds that their statutory rights may be affected by this agreement, The Heim encourages The Guest 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 Guest 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 Guest 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.