

Terms and Conditions



Online Booking Request

All rates are per apartment (not per person)

Booking made by the clients shall be deemed to be "Online Booking Request" for the relevant apartment subject to availability. Member of city centre booking Client Relationship Team will communicate confirmation of booking within 24hrs on weekdays and up to 48 hrs on weekend through email or Telephone.

In the event that the apartment of your choice is fully booked at the time of submitting online booking request, City centre booking will endeavour to offer you an alternative apartment of similar price, quality and location. We will not, proceed with an alternative reservation without your prior approval by telephone or email.

- Once you receive a booking confirmation by email of your booking with the relevant booking details and the apartment you have requested is available. This applies whether you are booking by telephone or email or via our website. It is your responsibility to check your emails regularly and to advise us of any change to your email address.

- In respect of all bookings relating to apartments not operated by City Centre Booking, we act as an introductory agent on behalf of our preferred suppliers. Your contract for such bookings will be with the actual preferred supplier. All such bookings will also be subject to the relevant preferred supplier's conditions in addition to these conditions. A copy of our supplier's terms and conditions are available upon request.

Rates and Payment

The Client agrees to pay all rental costs and other charges relating to the apartment and is liable for payment of any incidentals for the period listed on the booking confirmation form which accompanies each booking as well as all and any damage to the apartment or the fixtures fittings and chattels beyond normal wear and tear. The Client will pay all rental costs and charges in GBP.

The rates we advertise are to the best of our knowledge correct at the date of publication but we reserve the right to change any rates from time to time. Rates can go up or down. Rates quoted are based on the rates prevailing at the time a booking is confirmed. Rates will be quoted in pounds sterling inclusive of VAT. Once a booking has been confirmed, City centre booking will not change the rate quoted unless you amend the booking. VAT is charged at the rate in force advised by HMRC.

As an agent City centre booking will pass on any rate increase in accordance with the conditions of the contract with your supplier as soon as supplier makes us aware of the increase.

Bookings can be made by credit card (Visa, Master card, American Express) and credit cards will incur a transaction fee of 3% + VAT of the total payable.

Cancellation Policy

Each apartment or supplier has its own cancellation policy, cancellation information displayed on each apartment's web page. To cancel a reservation, please contact city centre booking as soon as possible by telephone or email, quoting your booking reference number. If any cancellation charges apply, we will liaise with the apartments on your behalf to try to reduce them to a minimum, and will contact you to confirm what will be charged to your credit card.

If you fail to arrive at the apartment on your intended date of arrival without prior cancellation within the specified period, the supplier is entitled to charge full outstanding amount on your credit card.

Damages Policy

A copy of the property inventory can be found in the back of the Property Information Pack, which has been shown to you and is in the property. It is the responsibility of the guest, to check the inventory schedule and to advise any discrepancies within 48 hours of check-in. If upon check-out any of the items stated on the inventory are found to be damaged or missing, supplier reserve the right to charge the guest, for the replacement of those items.

Smoking Policy

Smoking is strictly forbidden in all apartments. If the guest wishes to smoke, they are requested to use the allocated smoking areas, or move well away from the building. It is the guest's responsibility to ensure that no one smokes in the property. A charge will be incurred by the guest, should there be costs for additional cleaning or any damage caused as a result of smoking or smoke damage in the property.

Arrival and Departures

Check in is from 3 pm any additional hours of occupation outside the available times in each period of 24 hours will be charged as one extra day unless otherwise agreed. Early check in cannot be guaranteed unless the booking is made from the night before arrival/for the night after departure.

Apartments are available for occupation up to 11am on the day of departure. Any additional hours of occupation outside the available times in each period of 24 hours will be charged as one extra day unless otherwise agreed. Late check out cannot be guaranteed unless the booking is made until the night after departure. Key deposit details will be provided to the guest or Booker prior to the checkout date.

Limitation of Liability

Our website Citycentrebooking.com acts only as an introductory agent for the suppliers (accommodation providers).

Citycentrebooking.com excludes all warranties, express or implied, relating to this website. This includes, but is not limited to, any implied warranty that the information it contains is accurate or up to date or is suitable for any particular purpose. We shall not be liable for any loss or damage suffered as the result of the use of this website.

Individual apartments vary in style, size and layout photos displayed on the apartment display page is illustration purpose only actual apartment furnishings style may differ. Although accommodation and location are confirmed in advance, the exact apartment may not be guaranteed earlier than 48 hours prior to arrival.

Feedback & Complaints

We aim to deliver the best possible service, but in the unlikely event that you are dissatisfied with the service offered, we request you to notify us in writing by email as soon as possible in relation to any complaint about the booking service. In relation to any complaint about the apartment, you should notify the Guest Relationship Manager as soon as possible in the first instance. If the problem cannot be resolved during your stay, you should write to Customer Service Manager, Citycentrebooking.com, 164 Bedford Road Kempston Bedford MK42 8BH, United Kingdom or you can call us 00442083572785 or email:complaints@citycentrebooking.com.