



Lombard House  
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[www.lombardhouse.com](http://www.lombardhouse.com)

## Short Term Room Booking Terms and Conditions

### 1. Booking and Reservation

1.1 By placing a booking with Lansbridge Management Limited, the owner of Lombard House, the lead guest ("you") and all members of your party agree to these terms and conditions.

1.2 Reservations can be made via the [www.lombardhouse.com](http://www.lombardhouse.com) website. Full payment upfront is required to confirm your booking.

1.3 The lead guest must be at least 18 years old. Guests under 18 may not make or complete a booking.

1.4 Bookings are nominative; reservations cannot be transferred to a third party without prior written consent from Lansbridge Management Limited.

### 2. Payment Terms

2.1 Full payment of the booking is required at the time of booking the room.

2.3 Accepted payment method is debit/credit card. Additional banking charges incurred are the responsibility of the guests.

### 3. Usage and Occupancy

3.1 If you book the room for more than an hour consecutively, you are to vacate the room, 5 minutes before the end of the last hour of your booking.

3.2 The booking(s) is for the scheduled time and date only; early arrival or staying beyond the agreed time will incur additional charges.

3.3 Rooms may only be used for lawful activities.

3.4 Maximum occupancy limits must be observed at all times.

3.5 Guests can use the toilets and tenant kitchens at their own risk.

#### **4. Access and Security**

4.1 Authorised guests will receive access details for the building and room, and any necessary security credentials.

4.2 The lead guest is responsible for the conduct of all attendees and any damages caused.

4.3 Lansbridge Management Limited may refuse entry to any person deemed to pose a safety or security risk.

#### **5. Cancellation, Reschedule and Refunds**

5.1 Cancellations and rescheduling bookings can be made no later than 24 hours before your booking.

5.2 If the cancellation is within 24 hours of the booking, there will be no refunds.

5.3 If the cancellation is with more than 24 hours' notice, we will provide a full refund.

5.4 Lansbridge Management Limited reserves the right to cancel bookings that do not comply with our usage policies, building policies, or safety regulations. Liability is limited to the refund of amounts already paid.

5.5 Lansbridge Management Limited reserves the right to cancel any bookings if we are not comfortable with your use of the room or we have safeguarding concerns regarding your work that remain unresolved. Liability is limited to the refund of amounts already paid.

5.6 Lansbridge Management Limited reserves the right to cancel any booking due to unforeseen circumstances. Liability is limited to the refund of amounts already paid.

5.7 Lansbridge Management Limited reserves the right to cancel any booking if the requested information is not provided before the booking. The information that we require before your bookings are: contact details including telephone number and email address; your business name and company number; the company name that you are working on their behalf; your employer's website url; and practising certificates. Liability is limited to the refund of amounts already paid.

#### **6. Your Responsibilities**

6.1 Guests must comply with building rules, health and safety procedures and Code of Conduct provided by Lansbridge Management Limited. Any breach of our building rules, health and safety procedures and Code of Conduct will prohibit you from using the rooms in the future.

6.2 Guests must respect other visitors, neighbours, and staff.

6.3 Guests must respect other people using the rooms and leave promptly when their booking has ended.

6.3 Smoking, vaping, and the use of illegal substances within the building are strictly prohibited.

6.4 You are responsible for any damages, loss, or negligence arising during the room use within the room and communal areas, including breakages, stains, and damage to door handle.

## **7. WiFi and Internet Use**

7.1 Currently, we do not provide internet access.

## **8. Liability and Safety**

8.1 Lansbridge Management Limited accepts no liability for loss or damage to personal property or for personal injury except where caused by negligence on the part of Lansbridge Management Limited.

8.2 Lansbridge Management Limited shall not be held responsible for cancellations or interruptions caused by events beyond reasonable control, including fire, flood, power outage, or other emergencies.

## **9. Privacy and Data Protection**

9.1 Personal data collected during booking will be handled in accordance with UK GDPR and Data Protection Act 2018.

9.2 Guest information is retained only as necessary and will not be shared without consent except when legally required.

9.3 We do not request or retain sensitivity data. We request your first name, last name, mail address and telephone to secure your booking and to notify you of your bookings. We remove your email address and telephone number from our database either for one year after your last booking or until you have settled all outstanding payments.

## **10. Governing Law**

10.1 These terms are governed by the laws of England and Wales.

10.2 Any disputes arising from bookings will be subject to the jurisdiction of the courts of England and Wales.

## **11. Acknowledgement**

By accepting these Terms and Conditions when placing a booking, you confirm that you have read, understood, and agreed to abide by them.