



Nandhan Delight, 45-46 Bashundhara (Block-A), Baridhara, Dhaka, Bangladesh

## Terms and Conditions of Booking

Please read this document carefully before making a booking.

### **Reservation**

We recommend you to make your reservation at least 2 weeks prior to the arrival to avoid disappointments. Last minutes reservation may be available subject to availability.

Apartment will be reserved for the dates requested, after receiving requested documentations and deposit mentioned in the pricing section of the website.

### **Payment**

1. At the time of reservation you will be required to pay £100 (One hundred pound sterling) or 1 week rent (whichever is higher) deposit. 50% of this deposit will be redeemed from the rent and rest will be refunded on the departure (Please see "Other Information" below). All outstanding payments must be paid in advance at the arrival.
2. Please note that the initial deposit is only partly refundable (see amendment, cancellation) if any reservation is cancelled within the first week.
3. Currently Dhakaliving only accepts bank transfer. Guest must check their booking confirmation detail carefully and check any queries immediately.
4. Please note that the guest will be required to present their booking confirmation documents along with deposit payment receipt on their arrival as a form of identification checks.

### **Prices**

The prices are per weekly basis (7 nights). These prices include the apartment, **Utility bills\***, Service charges and access to facilities as described in the website ( [www.dhakaliving.com](http://www.dhakaliving.com) ).

\* **Utility bills:** the cost of utility is limit set as on the price list. For example, **TK-3000/-** for a week. If the cost is more than TK-3000/- than the customer will be obliged to pay the differences.

### **Arrival and Departure**

1. The apartment is usually will be available from 2.00pm on your specified day of arrival.
2. Please note that the guests will be required to present their booking confirmation documents, identification documents along with deposit payment receipt on their arrival as form of identification check.
3. On the day of departure guest will be required to vacate the apartment by 12 noon (unless stated as part of your booking), otherwise guests will be subject to a charge for an additional week's stay.



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## **Amendments**

1. If you wish to make an amendment to your booking, you should immediately contact the telephone number on the web site. We will do everything to accommodate you.
2. Please note that the named person on reservation documents must be there on the arrival at Dhaka for identification check. If for any reason that person was unable to travel or will not be at arrival you must contact the Dhaka living before you travel to change your reservation documents under new name, whom will need to carry his/her identification documentation with the deposit receipt for identification check as without the reservation holder apartment will not be available to anyone else.
3. Administrations charge of £10 will (ten pounds sterling) apply to changes made to reservation holders name. .
4. If the date need to be changed, will incur cancellation charges of £50 (fifty pounds sterling) on the original booking regardless of any subsequent booking that takes place.

## **Cancellation**

If for any reason you find it necessary to cancel your booking then please contact us on 0044 (0) 7957 492370 (UK) or 00880 (0) 1830108935 (Bangladesh). Only the person who made the reservation should contact directly as we will be unable to accept your cancellation without some verification. All cancellations within the first 7 days of your reservation will incur a charge £50 (Fifty pounds sterling) and subsequently £100 (One hundred pounds sterling) for until your reserved arrival day.

## **Guest Liabilities**

1. Reservation holder is liable for any damage/lost/stolen to all fixtures and fittings of the apartment.
2. Guest will be liable for the cleaning cost up to TK-1000/- if the property is not handed back in reasonably clean & tidy state.
3. Responsibility lies with the guest to make sure the apartment is adequately locked when they are out.

## **Other Liability**

1. Dhaka living is not liable for any lost or damage of guest belongings while residing at the assigned accommodation
2. Guest parks vehicle at his/her own risk.

## **Parking**

The apartment has its own car park, which is usually FREE (while resident).

## **If you have a problem**

In the unlikely event that you have a problem during your stay you must bring it to the attention of the management at the time, to ensure that we have an opportunity to rectify it. If you are not satisfied that the issue has been resolved, please submit the details in writing



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within 14 days of your return, to: Masud Karim, Customer Relations Manager, Dhaka Living, 48 Stirling Road, Walthamstow, London, E17 6BT, UK.

### **Other Information**

1. Dhakaliving do not accept responsibility for any errors or omissions on this website and reserve the right to amend, cancel or vary any of the arrangements featured on this site without notice.
2. Guest are not permitted to sublet the property without consent from the property owner (dhakaliving.com).
3. Maximum 3 couple (e.g. husband and wife per room) are permitted to stay at a time due to the space limitation.
4. Guests are expected to hand back the property as it was found (e.g. clean and tidy). 50% of the initial deposit will be kept as a safe guard against any damage and if unreasonable cleaning have to be done by Dhakaliving. Otherwise, the 50% deposit will be refunded in full on the departure. At any point of time Dhakaliving keep the right to deduct up to TK1000/- for cleaning any deliberate or irresponsible mess caused by the client.
5. The right is reserved to decline bookings.
6. Under any circumstances, guest not permitted to take out any fixtures/fittings/furniture belongs to the property nor permitted to bring in any fixtures/fittings/furniture which could be used in the property.
7. The right is reserved to decline bookings.

I confirm that I have read and understood the content of the terms & conditions mentioned above. I therefore agree to above terms and conditions.

Name of the tenant:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_