

Terms and conditions House London Trip

Generalities:

The present terms and conditions rule all the relations between House London Trip and its customers. House London Trip Ltd will hereby be represented as House London Trip.

The customers agree with the present terms and conditions by the only fact of his online subscription.

House London Trip, 41 Blenheim Rise - Talbot Road, LONDON N15 4TJ, is a registered trademark.

Products description:

House London Trip proposes a range of services for people wishing to settle in London. These services consist in:

- Accommodation search and booking
- Help for the accommodation search
- Help for the trip preparation and during the stay
- English lessons/courses
- Additional services (sim card, Oyster Card, NIN, bank account, A C adapters, city map, etc.)

All the proposed services are exclusively those mentioned on the website www.houselondontrip.com. Services, which are not clearly mentioned in the services details, are not included.

Prices indicated on the company's website are provided as informative purpose only. House London Trip retains the right to bring modifications. Only prices provided on estimates and invoices are irrevocable.

Subscription:

Once the customer subscribes to one of our offers, he is definitively and irrevocably committed to House London Trip.

The customer can subscribe to a service directly on the website by paying on the PayPal account of House London Trip. The client must subscribe online and will receive the confirmation by email.

The client must pay all the amounts due in time.

In absence of payment from the client within the expected time, House London Trip retains the right to consider that the client is retracting.

By subscribing to one of our services, the client declares to be adult and acting under his own name. The client must have at his disposal all the documents needed to come and stay in the United Kingdom.

The client is the only signatory of the present terms and conditions and is entirely responsible for his acts.

The terms and conditions of the English courses and lessons that we propose are those of the school chosen by client.

Cancellation of the services :

Each client of House London Trip has the right to retract, only by writing.

In this case, House London Trip will hold the down payment.

House London Trip will refund in percentage of the payment:

- 70% for a cancellation at least 4 weeks before the beginning of the moving date ;
- 50% for a cancellation between 2 and 4 weeks before the moving date ;
- 20% for a cancellation between 2 weeks and 72 hours before the moving date.

From 72 hours before the moving date, there will be no refund.

The customer can postpone his booking for another date, if he warns House London Trip at least 72 hours in advance and depending on House London Trip schedule. In such a case, no fee will be debited and the deposit will be transferred for the new booking. If the minimum period of 72 hours is not respected, the above payment terms will be applied.

Cancellation and refunding of the agency fees:

The agency fees are a guarantee for House London Trip and its clients: once they have been paid by the client to House London Trip, they assure him that the room is booked for the client from the starting date of the contract.

If the client has booked the room and paid the agency fees over 14 days before the starting date of

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the contract, the client has a right of withdrawal thanks to which the totality of the agency fees can be refund to him (except the PayPal fees). The compensation can only be obtained via PayPal, and the PayPal fees cannot be refund. To use his right of withdrawal and obtain a compensation of the agency fees, the client has to do a written request to House London Trip by mail at: info@houselondontrip.com

If the client has booked the room less than 14 days before the starting date of the contract, the client can retract his decision and cancel the booking, but in this case House London Trip will keep the totality of the agency fees paid by the client, and the client will not be refunded.

The agency fees can also be refunded in these two situations:

- uninhabitable housing
- housing non-compliant to the description

If one of those two cases applies to the client, the agency fees can be refunded to him in their totality. To obtain a compensation of the agency fees, the client has to do a written request to House London Trip by mail at: info@houselondontrip.com

Registration fees:

All the prices indicated on the website www.houselondontrip.com are VAT included.

House London Trip invoices have to be paid immediately.

Responsibilities:

House London Trip accepts no responsibility for any loss, damage or inconvenience caused to the client or his personal belongings by a third part.

House London Trip commits to search with diligence an accommodation fitting with the customer's criteria and corresponding to his description. House London Trip commits to arrange a maximum of viewings of accommodations on a 5-days period, from the starting day of the contract.

The customer must be aware that House London Trip acts as an intermediary and not as a real estate agency or a host.

If, despite the effort of House London Trip to provide the client a satisfying service, the accommodation does not meet the client's criteria, House London Trip will make everything to find a reasonable solution to the issue with its partners. However, our obligation concerns the means and not the results.

The client certifies the exactness of all personal

information provided to House London Trip. Alongside, House London Trip claims no responsibility for any direct or indirect damage caused by the client. House London Trip will only be responsible in case of a serious misconduct, directly linked to the contract. In such a case, House London Trip will be in dept of a compensation, which will not exceed the amount paid by the client for the contract.

House London Trip is not responsible for any damage directly or indirectly caused by a third party.

The customer certifies the exactness of all information provided to House London Trip within the contract and will be held responsible in case of mistake (price, time of arrival, or location). In case of delay, the client must let House London Trip know as soon as possible.

In case of delay or postpone from the client, and involving the loss of the hostel booking included in the "Privilege" service, House London Trip is committed to do its utmost to find a reasonable solution, but cannot guarantee to its customer an accommodation.

To ensure the proper operation of our services to our customer, our customer must ensure that he is reachable and available all day during the accommodation search. House London Trip ensures to exchange and communicate with the customers via all communication means available to the company in order to reach the customer quickly. House London Trip will not be held responsible for the non-reception of a voice mail or written message. House London Trip has the right to cancel the services to which the customer has subscribed, if the customer cannot be reached and/or is unavailable for viewings during the 72 hours following the start date of the service, without refunding the deposit paid by the customer.

House London Trip allows customers a single postponement of the start date of the selected service. The customer who wants to postpone a service must keep abreast House London Trip by email or phone at least 7 days before the initial start date of the service. House London Trip has the right to cancel any services reported under less than 7 days before the initial start date of the service, without refunding the deposit paid by the customer. Similarly, House London Trip has the right to cancel any services postponed more than once by a client, without refunding the deposit paid by the customer.

House London Trip allows its customers to change their initial budget. Customers wishing to change their initial budget must keep abreast House London Trip by email or phone at least 7 days before the initial start date of the service. The budget cannot be changed after the services have

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started.

The customer must ensure the accuracy of all the information he provides in the information form made available by House London Trip on the company's website. House London Trip cannot be held responsible for any mistake in the information form completed by the client. After completing this form, the customer is free to change the information contained in this form by sending a new information form or by keeping abreast by email or phone House London Trip at least 7 days before the start date of the service. The information sheet cannot be changed once the service has started.

Others:

All the information provided by the customers are registered in a database and may be used on a commercial purpose by House London Trip.

The client has the right to provide rectifications to his personal data by writing to House London Trip Ltd, 41 Blenheim Rise, Talbot Road, N15 4TJ, London.

All terms and conditions are subject to the English Law. In case of dispute, London Court will be the relevant jurisdiction.

Complaints:

House London Trip tries to provide the best service possible to its customers. If not, we would like you to write us at info@houselondontrip.com in order to explain us what went wrong.

Our aim is to help you by providing an adapted service, quick and efficient. If you want to complain, please write to House London Trip Ltd, 41 Blenheim Rise, Talbot Road, N15 4TJ, London. All complaints are recorded and kept confidential.