



Terms & Conditions

By making a booking at Franklins Apartments you agree that the booking and the booking contract are subject to the Booking Terms and Conditions which are set out below.

Within these Booking Terms and Conditions:

"you" and "your" means the person whose name appears in the booking confirmation as the party leader but these Booking Terms and Conditions apply to all other persons in the party (including anyone who is added or substituted at a later date);

"We", "us" and "our" means Stephenson Properties (York) Ltd (incorporated in England with company number 11400611), trading as Franklins Apartments of 4 Franklins Yard, Fossgate, York, YO1 9TN, the owner of the property;

"Owner" means Stephenson Properties (York) Ltd which owns the property that is subject to the booking;

"booking" means the process set out below leading to the formation of the booking contract;

"booking contract" means the legal binding agreement between you and the Owner which comes into effect once a booking is confirmed in accordance with paragraph 2.4;

"property" means the property or properties in respect of which a booking is made;

"force majeure" means any event which we could not, even with all due care, foresee or avoid. Such events may include, whether actual or threatened, war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

T: 01904 673 990 E: info@franklinsapartments.com W: www.franklinsapartments.com

Franklins Apartments is a trading name of Stephenson Properties (York) Ltd registered in England & Wales

Company Registration Number: **11400611**

Registered Office: 4 Franklins Yard, Fossgate, York, England, YO1 9TN

1. GENERAL TERMS AND CONDITIONS

- 1.1 We take bookings for a minimum of 3 nights.
- 1.2 You must be aged 18 years or over when the booking is made.
- 1.3 We reserve the right to refuse any booking for any lawful reason.
- 1.4 Bookings for stag and hen parties are not permitted.
- 1.5 You may occupy the property for the purpose of a holiday only (as defined in the Housing Act 1988, Schedule 1, Paragraph 9) and it is understood that no assured shorthold tenancy, statutory periodic tenancy or any other type of tenancy will arise other than a holiday letting. No relationship of landlord and tenant is created and no statutory security of tenure exists now or when the period of occupation ends. If you or any member of your party fails to vacate at the end of the period you will be charged the appropriate accommodation charges for the continued period of occupation. No persons other than the guests have the right to use the apartment.

2. BOOKING PROCEDURE

- 2.1 A grace period of 12 hours from the time of booking will be afforded to guests making a booking via a third party (eg Booking.com) before any payment is taken from your card, to allow for any mistakes made during the booking process eg incorrect dates entered.
- 2.2 The aforementioned grace period is not applicable to bookings made directly with us where there will be direct communication and confirmation at the time of booking
- 2.3 Advance Purchase Rates:
 - 2.3.1 Notwithstanding the grace period; upon booking, the guest accepts that they will be charged the full amount of the reservation. The reservation is non-transferable and non-refundable in the event of a cancellation.
- 2.4 Standard Rate Bookings:
 - 2.4.1 No deposit payment is required at the time of booking for standard rate bookings.
 - 2.4.2 The full balance is due at least 30 days before arrival. The balance payment is non-refundable.
 - 2.4.3 Bookings made within 30 days of the arrival date at the property must be paid in full at the time of the booking. This payment is non-refundable.
- 2.5 It is your responsibility to confirm the reservation with the required payment at the time of booking to be entitled to the rate quoted. All bookings are required to be paid in full prior to the arrival date.
- 2.6 A valid credit/debit card is required to guarantee your reservation. All bookings without valid credit/debit cards details will be cancelled.
- 2.7 In the event of a credit/debit card declining at the time of booking, all guests are required to contact us with valid card details and payment within 24 hours. Failure to do so will result in the reservation being cancelled.

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- 2.8 If a credit/debit card is suspected as fraudulent we reserve the right to cancel the reservation with no alternate credit/debit card details being accepted.
- 2.9 All bookings remain provisional until payment has been received in cleared funds. Unless payment has been made within 24 hours of making the booking (unless alternative arrangements have been made), the booking will be treated as cancelled.
- 2.10 Once the booking has been accepted and all payments then due have been made, we will send you confirmation by email that the booking is confirmed (unless confirmation by post is requested at the time of the booking). Please contact us immediately if any information which appears on the booking confirmation is incorrect or incomplete.
- 2.11 All bookings remain provisional until confirmed by us in writing at which point the booking contract is formed.
- 2.12 Any balance due for the rental cost must be paid in full in cleared funds at least 30 days prior to your date of arrival at the property. Please note it is your responsibility to pay the remaining funds by the due date. Failure to comply with our payment terms may lead to the booking being treated as cancelled whereupon our standard cancellation terms will apply (see paragraph 10 below).
- 2.13 In the case of a no-show the amount equal to the rate for the full length of stay will be retained and no amendment or refund will be given.

3. PRICES & PAYMENT

- 3.1 Our quoted prices are per property for accommodation only and include (where applicable) VAT, cleaning on departure, bed linen and towels, electricity, water and central heating. There is no gas at any of the properties.
- 3.2 Payments must be made in UK sterling by bank transfer, credit or debit card. Our bank details are available upon request. We do not accept payment by cheque.
- 3.3 Any bank or transfer charges shall be borne by you.
- 3.4 Our company and procedures are PCI compliant.

4. ADDITIONAL CHARGES

- 4.1 Additional charges may apply to cover the cost of any damage or breakages to or at the property, its contents or grounds, any additional cleaning required over the time allowed for a standard departure clean, replacement of lost or non-returned keys (and replacement of locks if necessary), a penalty fee and the cost of professionally cleaning the soft furnishings where the no smoking rule has been ignored, replacement of soiled mattresses, call out charges incurred by guests, late departure or early arrival (if not agreed), over occupancy of guests, or taking pets into a property.
- 4.2 Please note that all guests are responsible for their keys. Any guest that loses their key and requires assistance regaining entry to their apartment out of normal office hours will be charged a call out fee of £100.00.

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- 4.3 Any key that is not left in the key tray within the apartment on the day of departure will automatically incur a £100.00 charge. This charge maybe refunded if the key is returned to the office by 2:30pm at the latest on the day of departure. There will be no refund for keys returned after 2:30pm on the day of departure.
- 4.4 You must keep the property and all furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the date of your arrival and in the same state of general order in which they were found. We reserve the right to make a reasonable charge for any additional cleaning required over the usual number of hours committed to departure cleaning.
- 4.5 Mattresses are checked after every booking. In the event of a mattress being soiled, you will be charged for a new mattress or sanitisation if the latter is viable.
- 4.6 You will be charged for the cost of replacing bed linen and towels with permanent staining including those from fake tan or make up.
- 4.7 Guests are not permitted to use the furnishings provided as a bedding area. Charges will apply for any misuse of the apartments and all contents.
- 4.8 Smoking is not permitted in any of our apartments, balconies or internal communal areas. This includes e-cigarettes. If you fail to observe this prohibition you will be charged a penalty of £150 in addition to the cost for the cleaning of soft furnishings and any other additional cleaning required to remove all traces of smoke from the property.
 - 4.8.1 Smoking is permitted outside in Franklins Yard only.
 - 4.8.2 Please be considerate of other guests and neighbours and stand away from entrance doors whilst smoking.
 - 4.8.3 Cigarette Bins for the disposal of cigarette ends are provided outside 7 and 9 Franklins Yard.
 - 4.8.4 Please ensure smoking materials are fully extinguished prior to disposal.
- 4.9 Lighting of candles or tealights in our apartments is strictly prohibited in the interests of Fire Safety
- 4.10 You must promptly report to us any breakages or damage and you will be responsible for payment of any breakages, loss or damage to the property and/or its grounds or contents caused by you. In the event of minor breakages (e.g. glasses), the item(s) should be reported to us, and charges for replacement costs may apply.
- 4.11 In the event of malicious, wilful or negligent damage to an apartment or any other area of the property, we will charge the amount of any loss sustained, including business interruption.
- 4.12 In the event of unauthorised removal of items from the apartment you will be held responsible for the full cost of replacement of such items and all losses. Payment will be debited from the debit/credit card used to make the reservation. In the event that payment was made by other means, an invoice will be issued and become due immediately.

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- 4.13 An inventory of contents is provided in the guest information folder within each apartment. We strongly recommend that you review the inventory upon arrival and advise us of any discrepancies.
- 4.14 You are responsible for the neighbourly and appropriate behaviour of your party. Should you or a member of your party abuse the property or display dangerous, disrespectful, offensive or rude behaviour to our representatives or any third parties (e.g. neighbours), undertake any illegal activity, or any activity which may cause damage, or unreasonable noise or disturbance we reserve the right to require the person(s) concerned to leave the property with no compensation or refund. We reserve the right to pass on any records to the authorities if required.
- 4.15 You are responsible for you and your party maintaining acceptable levels of noise at the property and within the grounds and vicinity of the property particularly between the hours of 10.00pm and 8.00am. Please be considerate of other guests and neighbours and endeavour to close doors quietly. In the event of you or any member of your party breaching this responsibility, we reserve the right to ask you to vacate the property with no compensation or refund.
- 4.16 We make every effort to ensure that every guest enjoys a peaceful stay. However, we cannot guarantee or be held responsible for disturbances caused by other guests, the general public or for circumstances out of our control. We do not offer refunds or any compensation for any incidents out of our control.
- 4.17 Any changes to your party should be notified to us. In addition, you must not exceed the maximum number of guests permitted to occupy the property as stated in your booking confirmation, exceed the maximum number of guests the property accommodates or sublet the property without notifying us so that we may consent, which may be subject to additional terms and conditions.
- 4.18 For low occupancy bookings, only the number of bedrooms agreed at time of booking will be made available. If subsequently you use additional bedrooms or if the total party numbers exceed those stipulated at the time of booking, you will be charged the full cost of the accommodation.
- 4.19 If you intend to organise a function (e.g. party or other event) at the property, you must seek prior permission from us. A facility fee and an increased security deposit may apply at our discretion.
- 4.20 You must adhere to the policy on pets set out in paragraph 16 below. With the exception of Assistance Dogs, Pets and Dogs are not allowed in any of our properties.
- 4.21 In the event of any breach of the obligations of this paragraph 4 you may be asked to vacate the property and in these circumstances the booking contract will come to an end immediately without any refund of payments made by you or any compensation for early termination. You will be liable for any costs or damages stipulated in these Booking Terms and Conditions caused by your breach and such costs and damages will be charged to the

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card used at the time of booking. In the event that payment was made by other means, an invoice will be issued and become due immediately.

- 4.22 Where payment by the customer was made by means other than credit/debit card or in the event of a card declining, an invoice will be issued and become due immediately.

5. OUR LIABILITY

- 5.1 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our or the Owner's negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; or for breach of your legal rights in relation to the booking contract. However, we do not accept liability for any loss, damage, injury or death howsoever caused to you (or anyone in your party) or to your vehicles or personal property in circumstances where we have not been negligent. Any valuables left at the property are left at your own risk. It is your responsibility to ensure that all internal and external doors and windows are closed and locked when leaving the property or when in the grounds. We recommend that guests use the room safes provided. You should take out adequate travel insurance (including liability for accidental damage to the property, cancellation cover and medical and emergency expenses) prior to the commencement of your holiday.
- 5.2 Children within your party should be monitored by you at all times and it is your sole responsibility to check the suitability of any equipment which is provided at the property as we cannot accept any responsibility for its use.
- 5.3 We cannot be held responsible for noise or disturbance originating beyond the boundaries of the property.
- 5.4 We cannot be responsible for the failure or interruption of the supply of water, electricity or broadband to the property or the removal of waste water from the property or for the breakdown of domestic and mechanical equipment such as heating or plumbing systems and boilers. In such circumstances, we will take all reasonable steps to reinstate the supply or service or repair any equipment as soon as practicable.
- 5.5 No responsibility is accepted for any failure of the broadband service to our properties, nor can a minimum speed be guaranteed.
- 5.6 Where a fault is deemed to be associated with the users' hardware/software no support will be given.
- 5.7 We are not responsible for loss or damage to guests' computers and software at any apartment or while connected to a network service.
- 5.8 Guests must not use the broadband service for illegal or immoral purposes and we reserve the right to pass on any records to the authorities if required.
- 5.9 We advise all guests to ensure they sign out and log out of all applications on any of our smart televisions. We cannot be held responsible for any misuse or loss of log in details. It is

the guests' responsibility to ensure that they do not leave any details visible or logged in before check-out.

- 5.10 We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the booking was made, both we and you knew it might happen.
- 5.11 In line with the Licensing Act 2003, we are unable to allow any of your guests who are under the age of 18, to consume any alcohol. We reserve the right to remove any alcohol from guests who are unable to prove that they are over 18, regardless of how they obtained the alcohol in the first instance.
- 5.12 We cannot accept liability or pay any compensation where performance of our obligations to you is affected or prevented by or you otherwise suffer any damage, loss or expense of any nature as a result of force majeure.

6. ACCESS TO THE PROPERTY

- 6.1 We, or our representatives have a right to access the property at any reasonable time during your stay to carry out essential maintenance or undertake essential checks. We will endeavour to give reasonable notice to you if practicable. Maintenance staff may also enter the communal and external surrounding areas of the property during your stay but will try wherever possible not to interfere with your enjoyment of the property. In the event of an emergency we may require immediate access to the property without notice.

7. ARRIVAL

- 7.1 Change over day/time – Change over days are Monday – Friday, inclusive unless by prior arrangement at our discretion.
- 7.2 Check in is from 3pm on the day of arrival.
- 7.3 Full details of the check in procedure are provided upon receipt of the final balance. Franklins Apartments operates a self-check in procedure. We ask all guests to familiarise themselves with the check-in process prior to arrival and contact our office during office hours with any queries.
- 7.4 Please use the Directions & Parking information provided for further information regarding where to park.

8. DEPARTURE

- 8.1 Departure time is by 11am on the day of check out.
- 8.2 We reserve the right to impose a charge on guests who check out after this time.
- 8.3 You must keep the property and all furniture, fittings, facilities, equipment and grounds in the same state of repair and condition as at the date of your arrival and in the same state of general order in which they were found.

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- 8.4 We advise guests to take note of the additional charges detailed in paragraph 4 which may be reasonably imposed in the circumstances outlined.
- 8.5 On departure we ask that guests ensure:
- The room safe is left open
 - The Masterlock key safe lid is left down & open
 - Apartment keys are left in the key tray provided within each apartment
 - The apartment door and main entrance door are closed and secure
 - They have checked the apartment to ensure no personal belongings are left behind
- 8.6 Franklins Apartments does not accept responsibility for any items left behind in the apartments. It is the responsibility of the guest to ensure all personal items are removed from the apartment upon departure.
- 8.7 Guests are to contact Franklins Apartment should you believe an item/s has been left in the apartment.
- 8.8 Small low value items of lost property can be posted out to guests at an additional cost. Items considered by us to be of high value (either monetary or sentimental), easily damaged/breakable or generally unsuitable for postage cannot be posted by us. Guests may make their own arrangements for collection of such items within a 28 day period following departure. We cannot be held responsible for any items posted by us or uplifted by couriers arranged by guests. Items left behind more than 28 days after departure will be disposed of in an appropriate manner.

9. CAR PARKING

- 9.1 Please refer to our pre-arrival literature and directions for detailed information on parking arrangements.
- 9.2 Guests using our car parks do so at their own risk. Neither the Company nor any person acting on its behalf is in any way responsible for any loss, injury or damage sustained by them or for loss or damage to vehicles and their contents left within the car parks. We strongly advise that you do not leave any items on display in your car whilst in our car parks.
- 9.3 Both of our car parks are covered 24/7 by CCTV.
- 9.4 You may drop off and unload luggage in Franklins Yard before parking your car. Please be considerate of other users of Franklins Yard during this time and avoid blocking the lane entrance to the Yard or entrances to properties when unloading, as other businesses and residences are located within the courtyard.
- 9.5 Guests must display the parking permit provided at all times when parked on site, to avoid receiving a fixed penalty notice.

10. COMPLAINTS

- 10.1 In the event that a complaint arises whilst you are staying in our properties you should first contact us promptly (our details will be found in the Guest Information Book) to allow us an

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opportunity to rectify the matter. If the problem is not resolved to your satisfaction, please let us know immediately. It is important that this procedure is followed to allow us the opportunity to investigate the complaint during your holiday.

10.2 In the unlikely event that any problem is not resolved to your satisfaction during your stay, you should send us written details of your concerns by email or letter within seven days of your return. Please note that posting complaints on social media is not an appropriate form of communication for resolving problems and we will therefore only deal with emails or letters sent by you in accordance with this paragraph.

10.3 We cannot accept complaints unless this procedure is followed. Complaints received after your stay will not be accepted if we have not had prior notification of them and been given the opportunity to put matters right.

11. ALTERATIONS TO A BOOKING

11.1 A booking can only be transferred to another property by treating the original booking as a cancellation and the terms at paragraph 10 will apply.

11.2 The dates of a booking may be changed providing the property is available for the new dates and we accept the new booking. Any difference in price must be met by you or will be refunded to you on confirmation of the new booking. Otherwise the original booking will be treated as a cancellation and the terms at paragraph 11 will apply.

12. CANCELLATION OF A BOOKING

12.1 Cancellation by you of your booking must be given in writing. All cancellations will be acknowledged and confirmed by us in writing.

12.2 The cancellation notice will not be effective unless and until it is actually received by the Owner. The Owner will not be held responsible or liable in any circumstance for misdirecting or non delivery of any such notice.

12.3 The effective date of cancellation is the date we receive your notification and the cancellation charges detailed in the table below will apply.

Number of days before arrival date that cancellation notification is received	Type of Booking	Cancellation charge
More than 30 days	Advance rate booking	Total cost of booking
	Standard rate booking	Nil
30 days or less	Advance rate booking	Total cost of booking
	Standard rate booking	Total cost of booking

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12.4 If you cancel we will endeavour to obtain a replacement booking. If a replacement is obtained, we will refund all monies paid by you for the rental, less any difference between the total price you paid and the price paid by the replacement guest and less our administration fee as set out in paragraph 11.3 below.

12.5 Please note that all cancelled bookings will be subject to an administration fee of £30.

12.6 We strongly recommend that adequate holiday/cancellation insurance is taken out when making a booking.

13. ALTERATIONS BY US

13.1 In the interest of continual improvement we reserve the right to make minor modifications to furniture, amenities and facilities without any prior notice.

13.2 We reserve the right to amend prices due to errors or omissions. You will be notified immediately and have the right to cancel the booking if the amended price is significantly higher than the original price quoted and we will refund to you all payments you have made in respect of the booking.

14. NON-AVAILABILITY OF THE PROPERTY

14.1 In the unlikely event that the property is not available on the date booked (owing for instance to essential major repairs, flood or fire damage or unforeseen sale of the property), if requested and if available we will try to arrange alternative accommodation of a similar type, price, standard and location. Alternatively, a refund of all monies paid by you to us will be made, or a proportion of the cost of the booking in the case of curtailment.

15. APARTMENT CLEAN

15.1 Reservations of more than seven nights include a weekly service clean following the 7th night. This includes fresh bed linen, fresh towels and bins taken away.

15.2 An additional set of towels is provided in the wardrobe for guests staying for more than 4 nights.

15.3 Extra cleaning services are available upon request at an additional charge.

16. ACCESSIBILITY GUIDE

16.1 This is available upon request.

17. DOGS & OTHER PETS

17.1 With the exception of Assistance Dogs only, Dogs & other pets are not allowed in any of our properties. Assistance Dogs are accepted subject to the conditions set out in paragraph 17.2 below. There are no specific modifications to the property or facilities at the property to accommodate dogs.

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- 17.2 In the event of you breaching the obligations of this paragraph 17.2, you may be charged a penalty fee or asked to vacate the property and the booking will terminate immediately without any refund or compensation but you will continue to be responsible for any costs stipulated in these Booking Terms and Conditions and we have the right to charge the card used for payment for such costs.
- 17.2.1 Dogs must be included on the booking form at time of booking or added before arrival and you must inform us of any amendments;
- 17.2.2 Dogs must not be left alone in the property at any time as this may cause distress to the pet or damage to the property;
- 17.2.3 Dogs are not allowed in the bedrooms or on furniture within the property;
- 17.2.4 In the interests of hygiene and out of consideration for others, you must remove all traces inside and outside the property of dog occupation before final departure including dog hair and dispose of any mess in a sanitary and responsible manner;
- 17.2.5 Dogs must be free from fleas or parasites. Fleas or parasites found in the property after occupation with your dog will result in you being charged a fee for fumigation of the property;
- 17.2.6 You are responsible for any damage both inside or outside the property caused by your dog and any associated costs will be invoiced to you. If extra cleaning is required (above the usual number of hours committed to departure cleaning) after your occupancy with your dog, you will be charged for these costs.
- 17.3 Dog beds and bowls are not provided.
- 17.4 We cannot be held responsible for the safety of your dog whilst staying at the property.

18. ACCURACY OF MARKETING MATERIALS

- 18.1 The contents of our web site and any online or offline marketing materials have been prepared in good faith. We will inform you of any significant changes at the time of booking or as soon as possible afterwards if you have already booked, but we shall not be liable for any minor or insignificant inaccuracy in descriptions and information.
- 18.2 We cannot accept responsibility for any changes or closures to local amenities or attractions mentioned on our web site and in other marketing material.
- 18.3 Our website may link to other websites and we are not responsible for the data policies, content or security of these linked websites.

19. SUMMARY OF YOUR LEGAL RIGHTS

- 19.1 We will carry out our obligations to you as set out in these Booking Terms and Conditions with the reasonable skill and care to be expected of professional letting agents.
- 19.2 For detailed information on your rights as a consumer you can visit the Citizens Advice website www.adviceguide.org.uk

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20. PRIVACY POLICY

- 20.1 We make it our highest priority to ensure that the personal information you provide to us is secure and remains confidential at all times. Subject to paragraph 20.2 we will not sell or otherwise disclose your personal information to third parties. We will only disclose any personal information where the law either requires or allows us to do so.
- 20.2 Your identity and contact details will be made available only to the Owner and employees who require those details to in order to provide our accommodation service to you.
- 20.3 By booking with us, your details will be added to our database to keep you updated on news and information that we think may be of interest to you. You can unsubscribe at any time.

21. LAW

- 21.1 These Booking Terms and Condition and the booking contract to which they apply are governed in all respects where the property is situated in England by English Law and will be subject to the jurisdiction of the English Courts

22. ENTIRE AGREEMENT AND SEVERANCE

- 22.1 The booking contract incorporating these Booking Terms and Conditions constitutes the entire agreement between us and supersede any previous agreements or conditions.
- 22.2 Upon booking you expressly declare that you have read, understood and agree to be bound by the terms set out herein.
- 22.3 If a court finds part of these Booking Terms and Conditions to be illegal, the rest will continue in force. Each of the paragraphs of these terms and conditions operate separately.
- 22.4 If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

23. OUT OF HOURS SERVICE

- 23.1 Guests are provided with contact details for use during their stay in our apartments.
- 23.2 We ask all guests to familiarise themselves with the check-in process prior to arrival and contact our office during office hours with any queries to avoid using the out of hours number where possible.
- 23.3 Our pre-arrival literature and information contained in the guest information folder within each apartment is very comprehensive and should provide the necessary information required to avoid calling the out of hours number.
- 23.4 Our Out of Hours team will be happy to assist guests over the phone with any urgent enquiries and in extreme cases, will come out to the apartments.
- 23.5 If any call is not answered immediately, our Out of Hours Service team will contact you as soon as possible following your call; under normal circumstances this will be within a few minutes

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- 23.6 If called out to site, the Out of Hours Service team will be at the property as soon as possible; we cannot guarantee a specific response time.
- 23.7 Wherever possible (and if applicable to your stay), we would request that guests endeavour to contact us during normal office hours with non-urgent queries.
- 23.8 In the event of an emergency (loss of power/electricity, flooding, fire, risk to life situations), guests should use the Out of Hours number provided. A member of staff will be on call 24/7 to deal with emergencies during your stay.
- 23.9 Please be aware that all call outs that are not deemed as an emergency will result in a call out charge of £100.00 being charged to the credit/debit card used to make the reservation. In the event that payment was made by other means, an invoice will be issued and become due immediately. Misuse of the Out of Hours number (eg broadband queries, use of appliances, provision of taxi numbers) will result in a charge to the guest.
- 23.10 Fire Evacuation Plans are provided within the guest information folder in each apartment. Guests are strongly advised to familiarise themselves with the location and use of all fire fighting equipment, and fire escape routes so they are able to react quickly and alone in the event of a fire or the fire alarm being activated in the building.
- 23.11 The safety of all life shall override all other considerations, such as saving property and extinguishing fires and guests are advised to call 999 in the event of such emergencies.

24. HOW TO CONTACT US

If you have any questions or complaints, please contact us by telephone on 01904 673990 or via email at info@franklinsapartments.com.