

# TERMS AND CONDITIONS OF STAY

SERVICED ACCOMMODATION:  
APPLICABLE WORLDWIDE



## SECTION 1

### INTRODUCTION AND SCOPE

These Terms & Conditions of Stay ("Terms") establish the rules governing the use and occupation of serviced accommodation by guests ("Guests").

The purpose of these Terms is to promote a safe, respectful, and comfortable environment for all occupants, residents, and surrounding communities. They reflect generally accepted accommodation standards derived from operational experience across multiple countries and regions.

These Terms apply to all Guests for the full duration of their stay.

#### IMPORTANT NOTICE

- Property-specific rules, building regulations, local laws, and culturally or regionally applicable requirements form an integral part of these Terms.
- Guests are required to review, understand, and comply with all such rules in addition to the provisions set out herein.
- Where inconsistencies arise, **mandatory local laws and property-specific rules shall prevail.**

**Failure to comply with these Terms may result in additional charges, restrictions, or termination of stay as permitted by applicable law.**

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## BOOKING, IDENTIFICATION AND OCCUPANCY

- Check-in and check-out times and conditions must be observed strictly as communicated. Early check-in or late check-out is permitted only upon prior written agreement;
- Guests may be required to present valid government-issued identification (passport or national ID) at check-in, in accordance with local regulations;
- Any change in the number of occupants must be reported immediately to the booking coordinator;
- External visitors are permitted only with prior approval and may not stay overnight unless confirmed in writing;
- Subletting, assignment, or granting access to the accommodation to third parties is strictly prohibited;
- Registration of the accommodation as a permanent or temporary residential address with municipal or governmental authorities is prohibited without prior written consent.



## GUEST CONDUCT AND USE OF THE ACCOMMODATION

- Guests must behave respectfully toward neighbors, residents, staff, and the surrounding community at all times;
- Quiet hours must be observed, typically between 10:00 PM and 6:00 AM, unless local regulations specify otherwise;
- During quiet hours, the use of loud appliances (e.g., washing machines, dryers, vacuum cleaners) should be avoided;
- Parties, events, or loud gatherings are strictly prohibited;
- Requests regarding booking extensions, pricing, or contractual changes must be addressed exclusively through the booking coordinator.

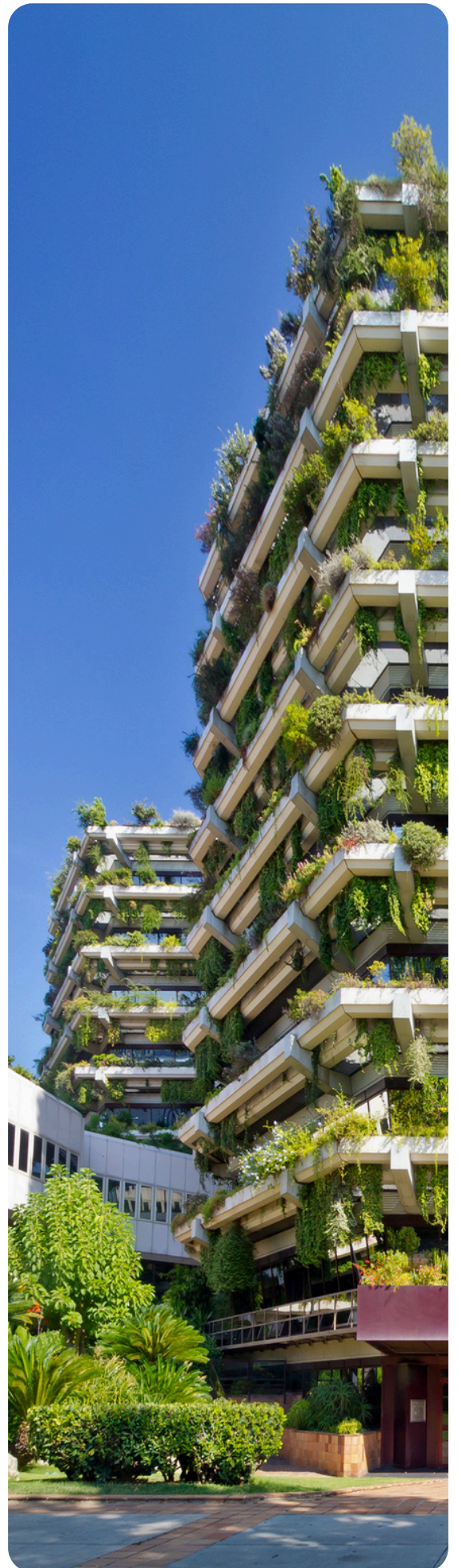


## SUSTAINABILITY AND ENVIRONMENTAL RESPONSIBILITY

- Guests are encouraged to review the **Simple Sustainability Guide**, which provides practical guidance for reducing environmental impact;

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- Energy, heating, air conditioning, and water must be used responsibly and within permitted limits;
- Air conditioning must be switched off when the accommodation is unoccupied;
- Waste must be disposed of regularly and separated, according to local regulations and guidelines.



## CARE OF THE ACCOMMODATION, DAMAGE AND LIABILITY

- The accommodation must be returned in the same condition as provided at check-in, excluding normal wear and tear;
- Any damage, malfunction, or technical issue must be reported immediately and no later than 24 hours from occurrence or check-in;
- The tenant or booking entity is financially liable for all damage caused during the stay, including damage to common areas;
- Furniture may not be moved, and no physical alterations may be made without prior written approval;
- Pets are permitted only with prior approval, and owners are fully responsible for any damage, cleaning, or disturbance caused.



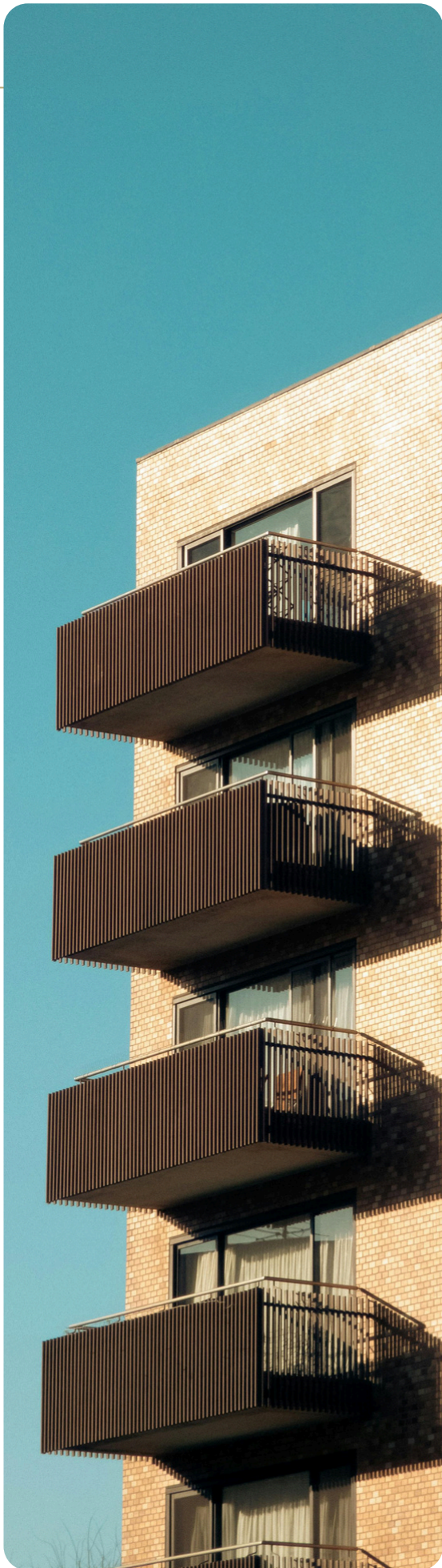
## CLEANING, LINEN AND MAINTENANCE ACCESS

- Prior to scheduled cleaning visits, Guests must:
  - Dispose of waste
  - Wash or load dishes into the dishwasher
  - Organize personal belongings
  - Clear floors, tables, sofas, and beds
- Where required, keys must be left in the agreed location prior to cleaning or maintenance visits;
- Pets must not be left unattended during cleaning;
- Only non-abrasive, non-damaging cleaning products may be used;
- Towels and bed linen must be used solely for their intended purpose;
- Hair dyeing or use of staining products is prohibited;
- Only toilet paper may be flushed. Food waste, hygiene products, or other materials must not be disposed of in drains;
- Additional plumbing rules may apply depending on the property and must be followed.
- Access for repairs, cleaning and emergencies must be granted for urgent situations and for scheduled cleaning, repairs, or inspections at the agreed date and time. Reasonable notice will be provided where required by law, except in emergencies.



## BUILDING, FACILITIES AND COMMON AREAS

- The accommodation should be ventilated regularly;
- Windows and balcony or terrace doors must not be left open during adverse weather or while heating or air conditioning is in use;
- Entrances, balconies, terrace doors, emergency exits, or internal access routes must not be blocked with furniture, luggage, drying racks, or any other items, in order to ensure clear access, compliance with fire safety regulations, and safe evacuation at all times;
- Smoking is strictly prohibited inside the accommodation and throughout the building, except where explicitly permitted in designated areas;
- Cigarette waste must be disposed of safely and appropriately;
- Common areas must remain clear of personal belongings and waste;
- Parking is permitted only in designated spaces where booked;
- Mailbox use is permitted only where access has been provided.



## SAFETY, SECURITY AND EMERGENCY PREPAREDNESS

- Keys, access cards, or codes must not be shared, duplicated, or misused;
- Doors and windows must be secured when leaving the accommodation;
- Smoke detectors, carbon monoxide detectors, and other safety devices must not be tampered with;
- Electrical appliances must be used appropriately and not left unattended;
- Candles, incense, grills, or any open-flame sources are strictly prohibited.

## GUEST SAFETY RECOMMENDATIONS

Guests are strongly encouraged to:

- Familiarize themselves with local emergency numbers (police, fire, ambulance);
- Identify the nearest medical facilities;
- Know the location and contact details of their embassy or consulate when traveling internationally;
- Review any evacuation plans or emergency instructions provided.



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## SECTION 9

### **LOST KEYS, ACCESS DEVICES AND REPLACEMENT COSTS**

- Lost, damaged, or unreturned keys, access cards, fobs, or remote devices may result in replacement, reprogramming, or lock-change fees;
- Applicable costs will be charged to the Guest or booking entity in accordance with local market rates and security requirements.

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## SECTION 10

### **PERSONAL BELONGINGS AND LIABILITY LIMITATION**

- Guests are responsible for their personal belongings at all times;
- No liability is accepted for loss, theft, or damage to personal items unless caused by proven gross negligence or willful misconduct, to the extent permitted by applicable law;
- Guests are advised not to leave valuables unattended and to secure the accommodation appropriately.



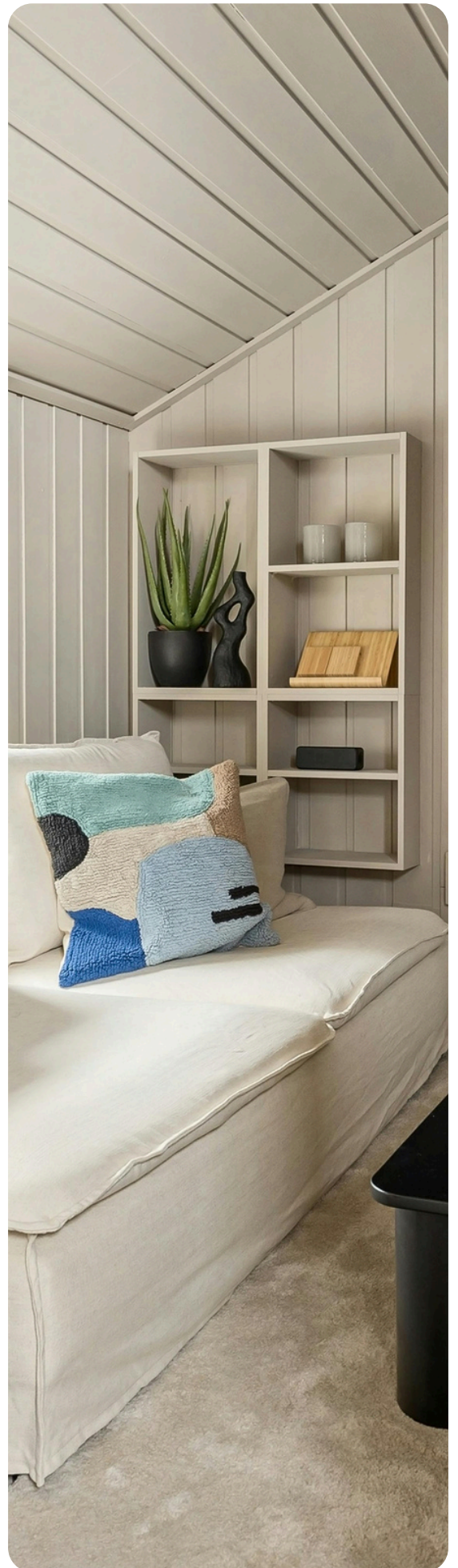
## FORCE MAJEURE

No party shall be held liable for failure or delay in the performance of obligations resulting from events beyond reasonable control, including but not limited to natural disasters, extreme weather, pandemics, governmental restrictions, utility failures, strikes, war, or other unforeseeable events (“Force Majeure”). In such cases, reasonable efforts will be made to minimize disruption where possible.

## GOVERNING LAW AND JURISDICTION

These Terms shall be governed by and construed in accordance with the laws applicable in the jurisdiction where the accommodation is located, unless otherwise required by mandatory consumer protection laws.

Any disputes arising from or in connection with these Terms shall be subject to the competent courts of that jurisdiction.



## NON-COMPLIANCE AND CONSEQUENCES

Failure to comply with these Terms, property-specific rules, or applicable laws may result in:

- Additional charges
- Restriction or termination of the stay
- Liability for damages or losses
- Further action as permitted under applicable law

## FINAL STATEMENT

Thank you for reviewing and respecting these Terms & Conditions. Your cooperation supports a safe, comfortable, and enjoyable environment for all.

We wish you a safe, respectful, and truly enjoyable stay.



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