



## FAQs

### Location Questions:

#### What Locations do you offer rooms in?

We only have rooms in the Central and North Bristol area. This includes areas such as Southmead, Filton, Horfield, Patchway, Bradley Stoke, Cotham, St Andrews, Redland, Fishponds, Eastville and Almondsbury.

#### Can I change location after I have moved in?

**Yes.** You can relocate at no charge to any of our houses at any time, as soon as another room becomes available. Changeovers are on Sundays. We do restrict changeovers if there is a lockdown or any local Covid-19 restrictions.

### Payment Questions:

#### What does the weekly price include?

The weekly price includes all bills, internet, council tax, gas, electric, water etc. It also includes various services including daily cleaning in the communal areas, bedding laundering services every couple of weeks, gardening services and handyman services. Your room rate also includes essentials such as tea coffee, sugar, salt, pepper, oil, toilet roll laundry powder and bedding.

#### What does the weekly price not include?

We are not a hotel or B&B, we are however a great alternative. This does mean however that we do not offer things such as towels, robes, toiletries, or food. Use of the Washer / Dryer is £1.

#### When and how is the rent paid?

There is a non-refundable £60 payment to pay upfront, which secures the room for you. This £60 is then taken off the total amount owed for the period you are booking. When you move in, the remaining fee for that period is then taken from your card. Once you move in, your room is always reserved for you for future weeks, we do not advertise your room to anyone else. In order to secure that reservation and to confirm your booking for future weeks, you must pay no later than Wednesday midday to book for that Sunday onwards. We recommend booking in a block booking of 4 weeks if you can as this is cheaper. If you prefer to be more flexible, paying weekly will incur a £10 per week surcharge.

#### What happens if I forget to pay?

We have to be strict with our payment deadlines, as we often have enquirers waiting for the rooms. If your payment is not received by Wednesday midday, we will always first attempt to contact you to double check if you are leaving or if there is a problem with your payment. If we are unable to get hold of you within a couple of hours to discuss this, your room is then advertised for someone else to book. You will then need to vacate your room by 10am Sunday. We send a reminder every Monday when your payment is due to give you plenty of notice to pay.

### **Do you accept benefits?**

We do accept some benefit payments, it depends on the type of benefit, and how regularly this is paid, and whether it covers the full rent amount. We ask to discuss this with you before we agree to a booking.

### **Can I get a refund if I cancel?**

The £60 advance payment to secure your booking is non-refundable.

The balance payment taken by card after arrival is also non-refundable.

Single week bookings may be refunded, less £60, if we are able to re-let the room and if your cancellation is received by us by Friday 12:00 noon of the week prior. Cancellations received after Friday noon will not be refunded. You can find more detailed information on our refunds in our [Refunds Policy](#) located on our home page.

## **Accommodation Questions:**

### **Am I suitable for your accommodation?**

If you are over the age of 21, a working professional (or a mature student), and looking for a single occupancy, non smoking room, then we would be happy to have you in our houses.

### **Do you accept students?**

We accept mature students over the age of 21.

### **Can I have a friend/partner/child to stay or visit?**

No. Sorry we don't take couples, and no evening or overnight guests are allowed. This is so as not to put pressure on bathrooms and kitchens. Day visitors are allowed by agreement between 10am and 5pm.

### **Can I bring my pets with me?**

No sorry we do not allow our sharers to have pets in our houses.

### **Can I book multiple rooms in the same house?**

We try to limit the size of group bookings within one house. If we are unable to accommodate everyone in your group within one property, we often have houses within walking distance of each other, we can try and get you as close together as possible. Each individual must book one room per person.

### **What are the house rules?**

You will find a list of the house rules in our [Terms and Conditions](#), located on our home page. You must agree to these when booking, and you must sign to agree to these conditions on your arrival.

## **Booking Questions:**

### **Can I book for more than the two week minimum?**

**Yes.** The initial booking is for a minimum of two weeks, but your initial booking can be 4 weeks or more if you wish. After your initial two week booking, your room is automatically reserved for you for

future weeks. Your reservation for the following week is confirmed and paid for every Wednesday. You can stay as long as you want (subject to our rules of course!).

### **Can I start my booking more than two weeks ahead?**

**Yes.** For future bookings, we take a general booking for the Filton/Horfield area, and we will allocate you a specific room as soon as we know which one. This is a secure way to book ahead which guarantees you a room for when you need it. Click on the Book Room button on any page to do this.

### **Can I leave at any time?**

**Yes.** We let Sunday to Sunday. Let us know by Wednesday if you will be leaving on Sunday. At this point your room will be advertised as available for others to book online.

### **I'm not sure if I need the room for longer or not?**

Bookings are from Sunday – Sunday, and we don't need to know if you need your room for the following week until Midday on Wednesday at the latest, so we are quite flexible. If you have not paid for the following week by Wednesday midday and we do not hear from you, your room will then be advertised on our website for others to book.

### **What ID is required?**

On arrival the house manager will ask to see and copy your photo ID and proof of residence in the UK. You may also be asked to provide these in advance of your arrival. Further information can be found from the following links:

[Really Lovely Rooms - Right to Rent ID required](#)

[Right to Rent Documents Check - Government Guide](#)

## **Other Questions:**

### **How you hold my data?**

When you book with us you consent to us holding your data as set out in our [Privacy Policy](#), details of which are located on the home page of our website.

See also our [Terms and Conditions of Stay](#).