

Terms & Conditions

Last updated: 17.03.2024

These Terms and Conditions shall apply to all relationships between NAHVL and the Client related to the use of the Website by the Client and the provision of Service(s) by NAHVL as ordered by the Client through the Website or through OTAs (as defined below).

By making the Reservation, the Client agrees to the application and content of these Terms and Conditions. By making the Reservation, the Client also confirms that the Client has read the Privacy Policy of NAHVL and has acknowledged the terms for personal data processing.

1. DEFINITIONS

1.1 In this Agreement the following expressions have the following meanings:

“Agreement” means any agreement for the provision of the Services by NAHVL concluded in accordance with the Terms and Conditions;

“Apartment” means the apartment booked by the Client by way of using the Service or apartment listed by NAHVL for booking;

“NAHVL” or “we”, “us”; “our” means Not a Hotel Venture Limited, a company incorporated in Ireland, with the registry code 635034, address Floor 3, Block 3, Miesian Plaza, Dublin 2, D02 Y754, e-mail address hello@bobw.co including any subsidiaries or other entities which Not a Hotel Venture Limited is in control of, providing the Services. List of NAHVL entities providing the Services is provided in Section 12;

“Client” means any person (either natural person or legal entity) who is using the Services of NAHVL who has made the Reservation or has concluded an Agreement with NAHVL;

“Guest” or “Guests” mean the person or persons being provided with the Service;

“Reservation” means a reservation for Service made by the Client;

“Reservation Confirmation” means the confirmation of the Reservation sent by NAHVL to the Client;

“Website” means <https://NAHVL.co>, its subdomains and/or other web pages used by NAHVL;

“Fee” means the fee payable by the Client for the Service;

“Extra Fee” means the extra fee payable by the Client, if applicable in accordance with Terms and Conditions;

“Extra Service” means the extra services ordered by the Client upon availability in accordance with the Terms and Conditions;

“Service” means the accommodation service and related services provided to the Client by NAHVL;

“OTA” means the online travel agency or other services provider who has listed Apartments through its services and thereby mediates the Services by NAHVL;

“Pet Fee” means an additional cleaning charge to account for the additional time needed to clean after a Guest with a pet has stayed;

“Terms and Conditions” mean the terms and conditions set out in this document;

“Use Policy & Standards for Stay” mean rules for staying in the Apartment described in Section 5. the Client undertakes to comply

“You” means the same as the “Client”.

2. SERVICES & MISSION

2.1 NAHVL enables the Clients accommodation Services and related services upon availability.

2.2 NAHVL mission and values are described here: <https://bobw.co/about-us>.

2.3 Available Apartments are listed on the Website. Apartments can be booked for a period based on the actual availability as indicated on the Website.

3. RESERVATION

3.1 The Services of NAHVL may be ordered through Website, by phone, by e-mail or through other channels as provided by NAHVL or by OTAs at the relevant time.

3.2 To order the Service directly from NAHVL, the Client shall complete the Reservation on the Website or contact NAHVL through other channels such as by phone or by email.

3.3 To order the Service through OTA, the Client shall complete the Reservation through a channel provided by the respective OTA. The Client shall note that when ordering the Service via OTA, the terms and conditions of the respective OTA apply in addition to these Terms and Conditions.

3.4 To order the Service via Website, the Client may select a suitable Apartment from the options listed on the Website as corresponding to the search parameters selected by the Client.

3.5 To order the Service through the Website, the Client is asked to provide certain information about the Reservation (for example, the Client is asked to select available

Apartment category, arrival and departure dates, certain personal information, including email and name and credit card details). Specific details of the required Reservation information are provided on the Website and the Client will be guided through the Website Reservation process.

3.6 After providing the information requested through the Website Reservation process, the Client may place the Reservation by clicking the relevant button on the Website.

3.7 After placing the Reservation order, NAHVL shall send the Reservation Confirmation to the Client's e-mail address as disclosed by the Client during the Reservation process confirming the Reservation details.

3.8 The Agreement for the provision of Service shall be deemed concluded between the Client and NAHVL on the terms set out in the Reservation Confirmation and on these Terms and Conditions upon sending the Reservation Confirmation to the Client.

3.9 If due to an error on the Website and/or the price of the Reservation and/or any other relevant criteria indicated on the Website are incorrect in the reasonable opinion of NAHVL, then NAHVL has the right to correct the erroneous information and provide the Client with a revised Reservation Confirmation. In such case the Agreement between the Client and NAHVL shall be deemed concluded on these Terms and Conditions and as specified in the revised Reservation Confirmation to the Client.

3.10 When placing the Reservation, the Client confirms that any information submitted by the Client to NAHVL upon placing the Reservation is true, accurate, and complete. The Client also confirms that the Client has read and understood NAHVL Privacy Policy, available at <https://bobw.co/privacy>. When placing the Reservation, the Client also confirms to follow the House Rules, NAHVL Use Policy & Standards for Stay during staying at the Apartment.

3.11 If the Client is a natural person, the Client confirms that he/she is at least 18 years of age. If the Client is accessing the Service on behalf of a legal entity, the person entering the Agreement on the behalf of the Client confirms that he/she has the legal authority to bind that entity.

4. CHECK-IN & ACCESS TO THE SERVICE

4.1 As there is no front desk or staff at NAHVL Apartments, then in order to access the Service and the Apartment, the Client needs to complete an online self check-in process prior to arrival. NAHVL Apartments have keyless access and self check-in availability 24/7, 365 days of the year.

4.2 During the self check-in process, NAHVL will ask and collect necessary information (including personal information) to verify your identity, contact details, preferences and other relevant information that NAHVL may be required to collect pursuant to applicable law. The specific list of required information may depend on the applicable law in the country of where the Apartment is located and the Client will be guided through the online self check-in process to complete submitting of the required information.

4.3 NAHVL will send the Client instructions on how to complete the self check-in to the e-mail address disclosed by the Client when placing the Reservation.

4.4 As completing the self check-in process is essential in order to access the Service and enter the Apartment, please make sure that you have disclosed the correct e-mail address and/or phone number upon placing the Reservation and that your e-mail address as well as phone number are in working order. If you have not received the self check-in instructions or if you think that you have disclosed the contact details, please contact us at hello@bobw.co and we will do our best to resolve this issue.

4.5 If the Client has not completed the self check-in process before arrival, then NAHVL may send you a check-in reminder.

4.6 During the self check-in process, the Client is also asked to provide certain details about the Guest(s) staying at the Apartment during the Reservation. The specific list of required information may depend on the applicable law in the country of where the Apartment is located and the Client will be guided through the online self check-in process to complete submitting of the required information.

4.7 The Client shall be responsible that the Apartment is used in accordance with these Terms and Conditions (including in accordance with the Section describing the use policy & standards for stay) by all Guests (or other persons, if permitted) who enter the Apartment. This means, that upon enabling the Guest (or other person, if permitted) to enter the Apartment (including upon sharing the door code), the Client shall assume full responsibility that the Guest (or other person, if permitted) has acknowledged these Terms and Conditions (including in accordance with the Section describing the use policy & standards for stay) and agrees to be bound by them.

4.8 After completing the self check-in process, the Client will be directed to the virtual guest area or through other means of communication.

4.9 In the virtual guest area, the Client is provided with relevant information about the Apartment reserved by the Client, such as the address of the Apartment and door code (if applicable).

4.10 If you have any issues with completing the self-check in process, please contact us at hello@bobw.co.

5. USE POLICY & STANDARDS FOR STAYS

5.1 It is extremely important for NAHVL that our apartments are clean, comfortable and that every Guest feels at home during his/her stay in our Apartment. Therefore, we expect that all Guests abide by certain standards and rules during their stay at our Apartment. Therefore, we have adopted the Use Policy & Standards for Stays described in this section. If after the self-check in, the Guest discovers that the Apartment is not in suitable condition or there is any damage in the Apartment (such as, for example, broken or non-working items, any damage, such as water damage), this shall be immediately reported to NAHVL to avoid any fees or penalties to the Client after the check-out.

5.2 The Client undertakes to make sure that all Guest(s) use the Apartment prudently, with good care and abide the following standards:

5.2.1 parties and events: parties or any kind of events in the Apartment that might disturb other guests are not permitted;

5.2.2 guests allowance: only Guests who are checked-in should be allowed to enter the Apartment; allowing additional guests to enter the Apartment, if not confirmed by NAHVL in written form, is not permitted;

- 5.2.3 maximum capacity: each Apartment shall have a maximum capacity, meaning the maximum amount of sleeping places confirmed by NAHVL; allowing guests exceeding the maximum capacity to enter the Apartment is not permitted;
- 5.2.4 business: using the Apartment(s) for business purposes or registering the address of the Apartment for business, is not permitted, unless otherwise confirmed by NAHVL in written form in advance;
- 5.2.5 pets: pets are not allowed in the Apartment, unless otherwise confirmed by NAHVL in written form in advance;
- 5.2.6 cleanliness: after checkout, the Apartment should be left in the state that does not require excessive or deep cleaning; if the Apartment is left in the state requiring excessive or deep cleaning Extra Fee for cleaning might be applied;
- 5.2.7 noise: noise in the Apartments during night time (from 10 PM until 7AM) is not allowed and we expect our Guests to respect the silence during night time;
- 5.2.8 smoking: smoking (including via electronic devices) is strictly forbidden in the Apartments, except for in specifically marked areas (if any), please note that the restriction also applies to balconies and other outdoor areas of the Apartment, unless specifically marked otherwise. Guests found smoking in non-designated areas will be subject to a penalty fee of EUR 500 + VAT per occurrence. This fee will be charged to the guest's credit card on file or added to their final bill upon checkout. Additionally, repeated violations of the no-smoking policy may result in eviction from the premises without refund. Please see clause 5.4 for more details;
- 5.2.8.1. tampering with fire equipment, including but not limited to fire extinguishers, smoke detectors, and fire alarms, is strictly prohibited. Guests found tampering with or disabling any fire safety equipment will be subject to immediate eviction from the premises without refund. Additionally, a penalty fee of EUR 500 + VAT may be charged to cover any damages or costs incurred as a result of the tampering. Bob W reserves the right to take legal action if necessary. The safety and security of all guests are of utmost importance, and any interference with fire equipment poses a serious risk to everyone on the premises. Please see clause 5.4 for more details;
- 5.2.9 check-in time: the Guests should complete check-in by the designated checkout time indicated on the Reservation Confirmation;
- 5.2.10 check out time: the Guests should complete check out by the designated checkout time indicated on the Reservation Confirmation;
- 5.2.11 parking: if the Apartment Reservation includes the designated parking spot, the Guests are permitted to use the designated parking location and hours, and the number of car(s) as indicated in the Reservation Confirmation; please note that many of the Apartments do not include the designated parking spot and the parking might be allowed near or around the area of the Apartment on the street;
- 5.2.12 fire: using open fire in the Apartments is strictly forbidden;
- 5.2.13 electricity: leaving any electrical devices unattended is strictly forbidden;
- 5.2.14 cooking: leaving the Apartment during cooking or using the stove or oven is strictly forbidden, smoke extractor should be used every time while cooking on the stove or oven;

5.2.15 vandalism and damage: damaging and destroying objects and things in the Apartment is strictly forbidden, the Apartment should be returned in the same condition it was before the arrival of the Guest; if the objects or things are damaged or destroyed, Extra Fee for damages might be applied;

5.3 The Apartment reserved by the Client might have its own specific House Rules specifying the rules applicable, for example, regarding waste sorting, silent time and/or electronics and in respect of property, neighbours and community. The Client undertakes to make sure that each Guest abides by the House Rules during their stay at the Apartment. Specific House Rules applicable for the Apartment are published on the Website or available on paper at the Apartment;

5.4 If the Client violates the Use Policy & Standards for Stays, NAHVL is entitled to claim the contractual penalty (liquidated damages) in the amount of EUR 500 + VAT from the Client for each violation. In addition, NAHVL is entitled to claim damages caused by the breach by the Client exceeding the amount of contractual penalty;

5.5 For guests with extended stays (defined as stays exceeding 14 days) the Company reserves the right to collect a security deposit prior to/upon check-in. The security deposit, which may vary based on the length of the stay, is intended to cover any incidental charges, damages, or other unforeseen expenses that may occur during the course of the guest's stay. The deposit will be pre-authorized on the guest's credit card and will be released within 10 business days of y check-out, provided no charges or damages are incurred.

The hotel reserves the right to deduct any applicable charges from the security deposit, including but not limited to, property damage, or additional cleaning fees. The remaining balance of the security deposit, if any, will be refunded to the guest in accordance with the policies of the guest's financial institution.

By proceeding with the reservation, the guest agrees to the terms and conditions outlined herein and authorises the hotel to collect and process the security deposit as described.

6. EXTRA SERVICES

6.1 NAHVL does its best to offer Extra Services, to make your stay with us as comfortable as possible. Upon availability, the Extra Services may include, but may not be limited to the following services:

- 6.1.1 provision of baby crib;
- 6.1.2 pet allowance;
- 6.1.3 on-demand cleaning service;
- 6.1.4 gym service accessibility;
- 6.1.5 food service accessibility;
- 6.1.6 early check-in/late check out

6.2 Extra Services are provided only if available. Please kindly understand that all Extra Services might not be available at all Apartments or at all times.

6.3 Extra Services are subject to Extra Fee as outlined on the Website, unless explicitly included in the Reservation.

7. PET ALLOWANCE

7.1 Our general policy is to not allow pets in our properties. Depending on location and availability, however, exceptions might be possible for long stays (29+ nights) and/or at the NAHVL's discretion and will incur additional cleaning charges to prepare the apartment or room, and additional penalty charges for damages. Do check with us first for details to avoid disappointment.

7.1.1 An extra pet fee applies.

7.1.2 Pets are to be secured in a crate or pet carrier by the owner when the apartment is being cleaned during the stay over cleaning.

7.1.3 Pets are to be leashed or in a carrier while in the public areas and grounds.

7.1.4 Pet owners are responsible for always cleaning up after their pet in and around the property.

7.1.5 If the pet's behaviour results in complaints by other guests, the pet owner may be asked to make alternate arrangements for their pet. The manager reserves the right to make this decision at any time.

7.1.6 Any damage to the apartments or property belongings by the pet will be charged to the guest.

7.1.7 Maximum of 2 pets per apartment

7.1.8 NAHVL does not accept liability for any loss, damage, or illness to pets. In any event, pets shall remain under the full responsibility of their owner.

7.1.9 Registered service animals will be permitted in all locations where notice has been given prior to arrival. (e.g. Expedia has made this mandatory)

8. PAYMENTS AND INVOICING

8.1 The Services of NAHVL are subject to Fee. Pricing information concerning the Services is available on the Website. All pricing information is in euros.

8.2 NAHVL reserves the right to change prices and to add, alter, or remove special offers from time to time and as necessary and in accordance with applicable laws. Changes will not affect Reservations that have already been purchased but may affect Reservations made in the future.

8.3 When making the Reservation, the Client undertakes to pay the Service Fee to NAHVL in the amount indicated in the Reservation Confirmation. The Fee indicated in the Reservation Confirmation is inclusive of applicable taxes, service charges, gratuities, and other fees, unless otherwise noted.

8.4 Extra Services are subject to Extra Fee as outlined on the Website.

8.4.1 Extra Fee will be also charged if the Client exceeds the reasonable amount of electricity, heating, water or sewage.

8.5 Extra Fee for the cleaning will be charged if the Apartment is left in the state that does require excessive or additional cleaning in the amount of the relevant cleaning fee by the cleaning service provider.

8.6 Extra Fee for the damages will be charged if objects or things in the Apartment are destroyed or damages in EUR 500 + VAT. Additionally, if the Extra Fee for damages does not cover the damage caused by the Client or Guests, NAHVL might additionally demand compensation for damage from the Client in accordance with the amount of damage caused.

8.7 The Fee and applicable Extra Fee(s) (if any) will be payable by credit card, by debit card or by bank transfer. The Client agrees to provide NAHVL with valid card details when placing the Reservation. Upon any change in credit card information, the Client must notify NAHVL of updated credit card information immediately.

8.8 If the Client does not authorize the payment by credit card or if there are not enough funds available on the credit card or if there are any other circumstances due to which the payment by credit card cannot be made, we are entitled to revoke your Reservation without any prior notice.

8.9 Any invoice issued by NAHVL related to the Service shall be payable at latest in 14 days as of the invoice date, unless explicitly stated or agreed otherwise. Upon delay with any payments, we may request you to pay interest on the delay (penalty for late payment) in accordance with applicable laws for the period as of the time the payment obligation falls due until conforming performance is rendered.

9. LIABILITY

9.1 The Client shall be fully liable to NAHVL to compensate all damages in full that arise due to the use of the Service and Apartment contrary to the Use Policy & Standards for Stays and to these Terms and Conditions and the, including the cost related to the collection of such damages, including reasonable attorneys' fees.

9.2 To the fullest extent permissible by law the Client agrees to indemnify and hold harmless NAHVL, its affiliates, directors, board members, employees or any third party service provider to NAHVL from and against any and all claims by any person, from and against loss and/or damages, costs, expenses and/or liabilities arising out of, involving from the use of the Service. In any case, the total aggregate liability of NAHVL for the violation of these Terms and Conditions shall be limited to the amount which is equal to the amount actually paid by the Client to NAHVL for the Service.

9.3 NAHV shall not be liable for any damages or loss the Client or the Clients' guests with respect to the items stored at the Apartments or the on-site storage as a result of theft, disappearance, vandalism, fire, water, leaking pipes, rain, electrical malfunction, explosion, any act of God or any other situation outside of our control. Any loss or damage to, or theft of, the Client or the Clients' guests' property must be reported to NAHVL.

9.4 The Client acknowledges and agrees that NAHVL is not liable for any loss or damage that may occur to the Client or the Client's guests' vehicle(s) or possessions while parked at our parking facilities, including, without limitation, damage to, destruction, or theft of the parked vehicle or movable/built-in property in the vehicle or items mounted to or on the vehicle. The Client must notify NAHVL immediately of any damage to the Client's or the Client's guests' vehicle(s) or possessions.

9.5 Non-performance of the obligations of NAHVL under these Terms and Conditions shall be excused if it is caused by force majeure. Force majeure in the meaning of these Terms and Conditions are circumstances which are beyond the control of NAHVL and which NAHVL could not reasonably have been expected to take into account, avoid or overcome the impediment or the consequences thereof which NAHVL could not reasonably have been expected to overcome.

9.6 The Website may include links to other websites or services or to third party content. NAHVL does not endorse any such linked sites or third-party content or the information, material, products, or services contained on or accessible through linked sites. Access and use of linked sites, including the information, material, products, and services on linked sites or available through linked sites is solely at your own risk.

9.7 The Client is liable for any additional costs or damages arising out of false, erroneous or incomplete data presented to NAHVL in the course of placing the Reservation.

9.8 Use of the Website is provided to the Clients strictly on an "as is" basis. NAHVL will make its best efforts to avoid, but cannot guarantee the lack of any interruptions, connection errors, unavailability of, or faults concerning the Website. Furthermore, NAHVL upon its sole discretion may introduce new and/or discontinue existing functions of the Website.

9.9 No limitations of NAHVL's liability set forth in these Terms and Conditions apply in case the damage is caused intentionally or through gross negligence or if contrary to the statutory law.

10. CANCELLATION AND SUSPENSION OF USE

10.1 The Apartment Reservation may be subject to options for cancellation by the Client. Cancellation terms for the Client are provided on the Website during the booking stage and provided in the Reservation confirmation.

10.2 The terms of cancellation by the Client may depend on how long in advance the Reservation has been made, on the chosen payment terms, etc.

10.3 Unless otherwise provided on the Website or in the Reservation confirmation, the Client may cancel the Apartment Reservation free of charge until 7 days before arrival, provided that the Reservation is made via Website. Unless otherwise provided on the Website or in the Reservation confirmation, cancelling the Reservation later than 7 days before arrival is not permitted and in such a case the total Fee will be charged. Please note that if you have booked the Apartment through OTA, different cancellation policies may apply and all changes/cancellations need to go through the original booking site.

10.4 NAHVL is entitled to suspend any Client from using the Website with immediate effect and/or refuse to process any Reservation and/or terminate any Agreements, if the Client materially violates these Terms of Conditions, does not remedy any violation within the 7 day cure-period or if NAHVL has reasonable belief of fraudulent acts by the Client when using the Service.

11. LICENSING, INTELLECTUAL PROPERTY RIGHTS AND DATA PROCESSING

11.1 By using the Website, NAHVL grants the Client are vocable, non-exclusive, non-transferable, non-sub licensable license to use the Website for the purpose of ordering and paying for the Services.

11.2 All intellectual property rights regarding the software, documentation or information used or developed by or on behalf of NAHVL during the provision of the information society services under these Terms and Conditions (incl. the Website and any material uploaded therein) belong to NAHVL. The Client shall not copy, modify, adapt, reverse-engineer, decompile or otherwise discover the source code of the Website or any other software used by NAHVL or extract or use any data on the Website for commercial purposes or any other purpose than the intended purpose of the Website.

11.3 The principles for processing the Clients' personal data is set out in the Privacy Policy available on the Website.

12. FINAL PROVISIONS

12.1 NAHVL reserves the right to make changes to these Terms and Conditions at any time, by uploading the revised Terms and Conditions to the Website.

12.2 The use of the Website, the Agreement and all legal relations formed thereunder will be governed by the laws of the Ireland. The Client who is a consumer also enjoys the protection of the mandatory provisions of the law that would be applicable in the absence of this term.

12.3 If a dispute resulting from the Agreement or the Terms and Conditions cannot be settled by negotiations, then the dispute will be finally solved in Dublin, Ireland. If the Client is a consumer, jurisdiction is determined in accordance with the mandatory provisions applicable to consumers and such Client may also use the Online Dispute Resolution tool available at <http://ec.europa.eu/odr>.

13. CONTACT DETAILS AND NAHVL ENTITIES

13.1 Contact details of NAHVL entities providing the Service in the relevant jurisdictions are the following:

Company Name: Not a Hotel Venture Limited
Address: Floor 3, Block 3, Miesian Plaza, Dublin 2, D02 Y754
E-mail address: hello@bobw.co

KÖNNEN WIR FREUNDE MIT VORZÜGEN SEIN?

Mit Bob W erhältst du alle Vorzüge, darunter exklusiven Zugang und Extras. Lass uns Freunde sein.

Deine E-Mail-Adresse

Registrieren

Kein Spam, wir hassen das mehr als du.

BOB W.

Bob W combines the Best Of Both Worlds. Prime locations in handpicked neighbourhoods.



Bob W

Blog

Über

Blitzsauber

Nachhaltigkeit

Kontakt

FAQ

Karriere

Pressemappe

Cities

London

Mailand

Madrid

Florenz

Amsterdam

Berlin

Oslo

All Cities

For Business

Geschäfte mit Bob

Leasing mit Bob

Boring Legal S

Nutzungsbedingu

Datenschutzerklä

Datenschutzeinst

Impressum

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