HOTEL GENERAL TERMS AND CONDITIONS GLASGOW

ENJOY THE MOMENT, LIVE NOW, BE HAPPY AND SMILE

At TSH GLASGOW we meet so many different people from around the world and we try our best to be happy all the time. We would appreciate it if you also spend a moment to focus on the now, enjoy the moment and be happy. Hopefully this will not only lead to a happier hotel, but to a more peaceful and smiley world. Enjoy your time at TSH GLASGOW!

CONTENT

These Terms and Conditions are divided into two sections: (i) the General Clauses, which apply to any Hotel Booking made at TSH GLASGOW (as defined below); and (ii) the Specific Clauses, which apply depending on the kind of booking made.

Section 1: General Clauses

1. Definitions
2. Applicability and change of terms and conditions
3. Occupancy
4. Check-In / Check-Out Time
5. House Rules
6. Hotel Services
7. Age requirements
8. Overbooking
9. Cancellation/modification and termination rights (prior to and after Check-In)
10. Liability of the contracting party and the guest
11. Limitation of liability
12. Complaints
13. Force majeure (only applicable to TSH)
14. Found property
15. Change, use and letting of rooms
16. Entering rooms
17. TSH Bike
18. Data processing
19. Applicable law and venue
20. Severance

21. Payment & Identification

Section 2: Specific Clauses for each type of booking

A) Hotel Stay
B) Hotel Extended Stay
C) Hotel Student Stay
D) Hotel Student Stay - Promotional Terms

WE OFFER

TYPE OF BOOKING	
HOTEL STAY	A HOTEL BOOKING AVAILABLE FOR 1 NIGHT UP TO 13 NIGHTS.
HOTEL EXTENDED STAY	A HOTEL BOOKING AVAILABLE BETWEEN 14 NIGHTS AND 12 MONTHS.
HOTEL STUDENT STAY	STUDENT GUESTS ONLY.
GROUP BOOKING* *A Group Booking can only be made through the reservations department of TSH GLASGOW (e.g. by telephone or email). TSH GLASGOW will provide the Contracting Party with a Group Booking agreement reflecting the Booking Details of that Group Booking (the Group Booking Agreement). Upon receipt of a copy of the Group Booking Agreement signed by the Contracting Party, TSH GLASGOW will confirm the Group Booking by email (or other written confirmation).	• A HOTEL STAY CONCERNING TEN (10) OR MORE ROOMS. • A HOTEL EXTENDED STAY CONCERNING FIVE (5) OR MORE ROOMS. • A HOTEL STUDENT STAY CONCERNING FIVE (5) OR MORE ROOMS (STUDENT GUESTS ONLY)

KEY (PAYMENT/CANCELLATION/MODIFICATION) INFORMATION

Payment procedure ("How/when should I pay for my Hotel Booking?")	• Hotel Stay (including Hotel Stay Group Booking) (A.2) • Hotel Extended Stay (including Hotel Extended Stay Group Booking) (B.2) • Hotel Student Stay (including Hotel Student Group Booking) (C.3)
Cancellation/modification procedure ("How can I cancel/modify my Hotel Booking?")	• Hotel Stay (including Hotel Stay Group Booking) (A.3) • Hotel Extended Stay (including Hotel Extended Stay Group Booking) (B.3) • Hotel Student Stay (including Hotel Student Group Booking) (C.4)

SECTION 1: GENERAL CLAUSES

This Section 1 includes all general Clauses of these Terms and Conditions, which are applicable to all type of bookings.

1. DEFINITIONS

1.1. In this document the following capitalized terms shall have the meaning as described below:

Booking Details: The details of the relevant Hotel Booking, amongst others, specifying the type of booking (e.g., Hotel Stay, Hotel Extended Stay, Hotel Student Stay, Group Booking), the Location, the Check-In Date and the Check-Out Date, the room type, the room rate (including VAT and excluding any City Tax, unless indicated otherwise during the Hotel Booking process) and the details of the Contracting Party and Guest(s).

Check-In Date: The date of arrival and check-in by the Guest as agreed pursuant to the Hotel Booking.

Check-In Time: The check-in time is, in accordance with Clause 4, at three (3:00) p.m. local time at the Location on the Check-In Date.

Check-Out Date: The date of departure and check-out by the Guest as agreed pursuant to the Hotel Booking.

Check-Out Time: The check-out time is, in accordance with Clause 4, before twelve (12:00) p.m. (noon) local time at the Location on the Check-Out Date.

City Tax: The city tax that is charged to Guests in accordance with the applicable local regulation.

Clause: A clause in these Terms and Conditions.

Contracting Party: The person or legal entity that enters into the Hotel Agreement with TSH GLASGOW . The Contracting Party shall also be understood as the party that according to these Terms and Conditions entered any separate contract between that party and TSH GLASGOW , or pursuant to GLASGOW law, is legally and financially liable for a Guest and will undertake all the obligations towards TSH GLASGOW pursuant to or arising from the Hotel Agreement.

Group Booking:

- A Hotel Stay concerning ten (10) or more rooms (see the Hotel Group Booking specific terms in Section A, the Hotel Stay terms).
- A Hotel Extended Stay concerning five (5) or more rooms (see the Hotel Group Booking specific terms in Section B, the Hotel Extended Stay terms).
- A Hotel Student Stay concerning five (5) or more rooms (see the Hotel Group Booking specific terms in Section C, the Hotel Student Stay terms).

Guest: The person who enjoys the use of the Hotel Services provided by TSH GLASGOW and/or its affiliates in connection with the Hotel Agreement. He/she will be the same person as the Contracting Party, except when the Hotel Booking is made by a third party (person or legal entity) on behalf of or for the benefit of the relevant guest.

Hotel: The operating hotel depending on and determined by the selected location in the Hotel Booking process.

Hotel Agreement:	An agreement regarding Hotel Services between TSH GLASGOW and the Contracting Party in respect of a Hotel Booking, as further described in the relevant Specific Clauses A.1, B.1 and C.1 of these Terms and Conditions.
Hotel Booking:	A booking made by the Contracting Party in accordance with the booking process for each type of booking (Section 2) to make use of the Hotel Services provided by TSH GLASGOW .
Hotel Fee:	The fee to be paid by the Contracting Party to TSH GLASGOW for the Hotel Services rendered pursuant the Hotel Agreement, including VAT and excluding any City Tax.
Hotel Extended Stay:	A Hotel Booking that is available between fourteen (14) nights and twelve (12) months.
Hotel Services:	The variety of Hotel Services offered by TSH GLASGOW which the Guest is eligible to receive pursuant to the Hotel Booking, as further detailed in Clause 6.
Hotel Student Stay:	A Hotel Booking only available to Student Guests. Hotel Student Stays have a fixed Check-In Date and fixed Check-Out Date.
Hotel Stay:	A Hotel Booking that is available for one (1) night up to thirteen (13) nights.
House Rules:	House rules as referred to in Clause 5 and available on the Website.
Location:	The location of the Hotel.
Student Guest:	A Guest who is registered at a university or similar educational institution in accordance with Clause C.5 and for whom a Hotel Student Stay booking has been made.
Terms and Conditions:	These Hotel General Terms and Conditions.
TSH Bike:	The TSH bike sharing system available for all Guests in accordance with Clause 17.
TSH GLASGOW :	The TSH entity incorporated in the United Kingdom that enters into the Hotel Agreement, determined by the location selected in the booking process.
Website/s:	TSH official website https://www.thesocialhub.co and any other travel agencies websites authorized by TSH to make a booking.

2. APPLICABILITY AND CHANGE OF THE TERMS AND CONDITIONS

2.1. These Terms and Conditions apply to all Hotel Agreements entered into between the Contracting Party and TSH GLASGOW . In the event of a conflict between these Terms and Conditions and the provisions of the Hotel Agreement, then the provisions of the Hotel Agreement shall prevail but only to the extent of the conflict.

2.2. The Contracting Party (i) undertakes to fulfill and comply with the Hotel Agreement, Terms and Conditions and the House Rules and (ii) ensures that each Guest fully adheres to the Hotel Agreement, Terms and Conditions and the House Rules. The Contracting Party, whenever different from the Guest, is also aware that it shall remain responsible and liable for any breaches of the Hotel Agreement, Terms and Conditions and House Rules by the Guest and anyone accompanying the Guest as it would be for own breaches, unless otherwise agreed with TSH GLASGOW .

2.3. TSH GLASGOW reserves the right to modify or update any provision of these Terms and Conditions at any time upon posting the modified/updated terms on the Website. It is the Contracting Party's responsibility to review the Website for any changes to these Terms and Conditions and to inform the Guest of such changes. Any variation made to these Terms and Conditions by TSH GLASGOW shall apply to all Hotel Agreements from the date TSH publishes such variation/updated terms on the Website. TSH GLASGOW shall use reasonable endeavours to provide the Contracting Party notice ahead of publishing any material variations to these Terms and Conditions.

2.4. The latest version of the Terms and Conditions is always available on the Website (www.thesocialhub.co/terms-and-conditions).

3. OCCUPANCY

3.1 Occupancy per room is limited to the number of Guests declared at the time of booking or check-in. Any additional, undeclared guests are not permitted.

4. CHECK-IN / CHECK-OUT TIME

4.1. Unless agreed otherwise by e-mail through reservations@thesocialhub.co:

4.1.1. TSH GLASGOW will make the room available to the Guest on the Check-In Date at the Check-In Time (three (3:00) p.m. local time at the Location).

4.1.2. the Guest must check out on the Check-Out-Date at the Check-Out Time (before twelve (12:00) p.m. (noon) local time at the Location).

4.2. In case the Guest checks-out after the Check-Out Time, the Contracting Party is obliged to pay a fee for an extra night for the room at the then applicable rate for that room.

5. HOUSE RULES

5.1. TSH GLASGOW has a set of House Rules to preserve order, peace and quietness in the Hotel. The House Rules apply to the Hotel Agreement to the extent that they do not conflict with the provisions of the Hotel Agreement. In the event of a conflict, the provisions of the Hotel Agreement shall prevail but only to the extent of the conflict. The House Rules can be requested at the reception of the Hotel and can be seen and downloaded from the Website (https://www.thesocialhub.co/terms-conditions/).

5.2. If the Guest or someone accompanying a Guest violates the House Rules or acts in such a way that the order, peace and quietness or normal operation of TSH GLASGOW are jeopardized, TSH GLASGOW will send the Guest a warning and set a reasonable deadline to remedy the situation.

5.3. If the Guest or someone accompanying a Guest continues to violate the House Rulesthe warning, TSH GLASGOW has the right to immediately cancel the Hotel Agreement extraordinarily without any further notice, and the Guest and anyone accompanying the Guest must leave the Hotel upon first request. To the extent permitted by law, if TSH GLASGOW is of the opinion that the violation is so serious or of such a nature that a deadline or warning would be pointless, TSH GLASGOW will be entitled to cancel the Hotel Agreement with immediate effect and without warning. In case of termination based on this Clause 5.3, the payment obligation for the Contracting Party towards TSH GLASGOW in relation to the Hotel Booking will continue unabridged for the remaining contract period.

5.4. TSH GLASGOW reserves the right to modify or update any provision of the House Rules at any time upon posting the modified/updated terms on the Website. It is the Contracting Party's responsibility to review the Website for any changes to the House Rules and to inform the Guest of such changes. Any variation made to the House Rules by TSH GLASGOW shall apply to all Hotel Agreements from the date TSH publishes such variation/updated terms on the Website. TSH GLASGOW shall use reasonable endeavours to provide the Contracting Party notice ahead of publishing any material variations to the House Rules.

5.5. The latest version of the House Rules is always available on the Website (www.thesocialhub.co/terms-and-conditions).

6. HOTEL SERVICES

6.1 In exchange for payment of the Hotel Fee, and pursuant to the terms of the Hotel Agreement, TSH GLASGOW shall provide the Guest with the Hotel Services. For all types of Stays, Hotel Services include, but are not limited to, a room with a private bathroom, room and linen cleaning services, Wi-Fi, breakfast (against an additional fee), reception

services, gym access and bike sharing (pursuant to the terms of Clause 17). Next to that, Guests in Student Stays receive laundry services, kitchen equipment, access to a shared kitchen and co-working space, utilities and maintenance and access to workshops and weekly socials and networking events.

6.2 TSH GLASGOW reserves the right in its sole discretion to amend the type of Hotel Services offered to each type of Stay. The most up-to-date overview of all services and benefits will always be visible on the Website.

6.3 TSH GLASGOW does not offer permanent accommodation or residency, but offers a variety of temporary Stays through the Hotel Agreement. The Guest is not allowed to use the Hotel as their residence and/or domicile and may not register the address of the Hotel at the municipality as their personal address.

7. AGE REQUIREMENTS

When completing a booking, the Guest must meet the following age requirements:

Type of Booking	**Minimum age at check-in**	**Under 18 allowed?**	**Additional requirements**	**What happens when requirements are not met?***
Hotel Booking	18 years or older	Yes, if accompanied	Must be accompanied by a parent or a legal guardian	TSH GLASGOW reserves the right to cancel the reservation. Guest and/or the Contracting Party remains liable for the total Hotel Fee.
Hotel Extended Stay Booking	18 years or older	Yes, if accompanied	Must be accompanied by a parent or a legal guardian	
Hotel Student Stay Booking	18 years or older	Yes, if 17 years old	A Consent & Responsibility Notice signed by a parent or legal guardian is required	
Group Booking	Depends on booking terms	Yes, if requirements are met	The Contracting Party confirms all guests meet the age requirements and must provide ID if requested	

*Failure to meet the applicable age requirements does not give the Guest and/or the Contracting Party the right to cancel the booking.

8. OVERBOOKING

In case of an overbooking, and as the Contracting Party's sole remedy, TSH GLASGOW shall be entitled to offer the Contracting Party an alternative hotel accommodation of an equivalent standard to the Hotel offered pursuant to the Hotel Agreement. If the Contracting Party does not accept the offer, the Contracting Party will be entitled to cancel the Hotel Agreement with immediate effect. In this event TSH GLASGOW shall not be liable for any form of damages.

9. CANCELLATION, MODIFICATION AND TERMINATION (PRIOR TO AND AFTER CHECK-IN)

9.1. Prior to and after the Check-In Date, the Contracting Party has the right to cancel or modify the Hotel Booking in accordance with the applicable cancellation or modification procedure:

9.1.1. Hotel Stay (including Hotel Stay Group Booking) (Clause A.3)

9.1.2. Hotel Extended Stay (including Hotel Extended Stay Group Booking) (Clause B.3)

9.1.3. Hotel Student Stay (including Hotel Student Stay Group Booking) (Clause C.4)

9.2. Termination for cause in accordance with statutory provisions remains unaffected.

9.3. TSH GLASGOW has the right to cancel the Hotel Booking with the Contracting Party in the event of a violation of the Hotel Agreement. In case of termination based on this Clause 10.3, the payment obligation for the Contracting Party towards TSH GLASGOW in relation to the Hotel Booking will continue unabridged for the remaining contract period.

9.4. In the event that the Hotel (or the property in which the Hotel operates) is sold, transferred, or ceases to operate under the current ownership and needs to be vacated by all Guests, TSH GLASGOW will use its reasonable best efforts to inform prospective and confirmed Guests as soon as possible that the Hotel is no longer bookable. If, despite such efforts, a Guest has not been informed in time and is already staying at the Hotel, TSH GLASGOW reserves the right to terminate the Hotel Agreement. In such circumstances, TSH GLASGOW may terminate the Hotel Agreement by providing advance written notice to the Guest. The required notice period shall be reasonable and proportionate to the duration of the Guest's stay, and in any case no less than:

- 3 days for stays less than 1 month;
- 1 month for stays longer than 1 month.

Upon termination under this clause, TSH GLASGOW will refund in full any amounts paid by the Guest for accommodation nights not used due to the termination.

9.5. TSH GLASGOW may, at any time, transfer, assign or novate this Hotel Agreement (in whole or in part) to any of its affiliates or third party by providing the Contracting Party with prior written notice of such transfer ("Transfer Notice"). Following receipt of the Transfer Notice, the Contracting Party

shall have the right to terminate this Hotel Agreement by providing written notice of termination within 15 days of the date of the Transfer Notice ("Termination Period").If the Contracting Party does not terminate this Hotel Agreement within the Termination Period, the Contracting Party shall be deemed to have accepted the transfer and novation of this Hotel Agreement to the identified affiliate or third party, and such transfer shall take effect automatically at the end of the Termination Period.

9.6. Where the transfer takes effect, the affiliate or third party shall assume all of TSH GLASGOW rights and obligations under this Hotel Agreement from the effective date of the transfer, and TSH GLASGOW shall be released from any further obligations arising on or after that date.

10. LIABILITY OF THE CONTRACTING PARTY AND THE GUEST

10.1. The Contracting Party and/or the Guest is liable towards TSH GLASGOW for all damages, costs, losses or other harm that has been and/or will be incurred by TSH GLASGOW , any affiliate of TSH GLASGOW and/or any third party as the direct or indirect consequence of (i) any breach by the Contracting Party and/or the Guest of the Hotel Agreement, these Terms and Conditions or the House Rules or (ii) any negligent acts or omissions or misconduct or behavior of the Guest (if different from the Contracting Party) or anyone accompanying the Guest.

10.2. TSH GLASGOW may file an official report with the local police in case of misconduct, criminal acts or violations of the House Rules by the Contracting Party and/or the Guest.

11. LIMITATION OF LIABILITY

11.1. Nothing in the Hotel Agreement shall exclude or limit a party's liability for:

(a) death or personal injury arising from its negligence;
(b) fraud; or
(c) fraudulent misrepresentation.

11.2. TSH GLASGOW shall not be liable whether in contract, tort (including negligence) or for breach of statutory duty, or in any other way, for:

a) Loss of profits.
b) Loss of sales or business.
c) Loss of agreements or contracts.
d) Loss of anticipated savings.
e) Loss of use or corruption of software, data or information.
f) Loss of or damage to goodwill.
g) Indirect or consequential loss.

11.3. Notwithstanding the above, TSH GLASGOW will not be responsible for the loss of or damage to any Guest's property, including any personal belongings, cash, jewelry, and other valuables, except where such loss or damage is due to TSH GLASGOW 's negligence or breach of the Hotel Agreement. TSH GLASGOW shall not be liable in the event that the Guest(s) injure(s) themselves other than as a direct result of TSH GLASGOW 's negligence or breach of the Hotel Agreement.

11.4. TSH GLASGOW 's maximum liability for any loss or damage shall be limited as set out under the Hotel Proprietors Act 1956.

11.5. It is the Guest's responsibility to ensure that the Guest has appropriate insurance in place in respect of any items of value during a stay in the Hotel.

11.6. Other than as expressly set out in these Terms and Conditions or as provided by applicable law (including not limited to Hotel Proprietors Act 1956), TSH GLASGOW 's total aggregate liability towards the Contracting Party and/or Guest will never exceed the lower of (i) the value of the Hotel Agreement or (ii) the amount actually paid out under TSH GLASGOW ' insurance coverage in respect of the damages incurred by the Contracting Party and/or Guest.

11.7. The Contracting Party and Guest agrees to defend, indemnify and hold TSH GLASGOW harmless from any claim arising out of the Contracting Party and/or Guest's negligence, actions or failure to comply with the provisions included in these Terms and Conditions, the Hotel Agreement and the House Rules.

11.8. For the purposes of this Clause 12, any reference to TSH GLASGOW includes a reference to all of TSH GLASGOW ' affiliates and its and such affiliates' employees, officers, directors, agents, and direct and indirect shareholders.

12. COMPLAINTS

The Contracting Party and/or Guest must submit any complaints regarding an (alleged) failure of TSH GLASGOW in the performance of the Hotel Agreement immediately after discovering such failure. Complaints must be submitted by email to complaints@thesocialhub.co.

13. FORCE MAJEURE (ONLY APPLICABLE TO TSH)

13.1. This Clause 14 relates to a Force Majeure (as defined below) on the part of TSH GLASGOW and cannot be invoked by a Contracting Party and/or Guest.

13.2. The term force majeure includes, but is not limited to unforeseen events, wars, fires, explosions, accidents, floods, (IT) sabotage, (labour) strikes, lock-outs, pandemics, compliance with laws, rules, regulations or resolutions, or total failure of machinery,

apparatus or processes or any other cause whether or not stated above which make the performance of the Hotel Agreement reasonably impossible or unreasonably onerous for TSH GLASGOW (each a **Force Majeure Event**).

13.3. In case of a Force Majeure Event, TSH GLASGOW is entitled to immediately (i) suspend performance or (ii) terminate the Hotel Agreement.

13.4. TSH GLASGOW is not liable for any (delay) costs, losses, expenses, damages in any way incurred by the Contracting Party and/or Guest due to a Force Majeure Event. In the event of suspension or termination of the Hotel Agreement due to a Force Majeure Event:

- The Guest will have to leave the Hotel within a reasonable delay communicated by TSH GLASGOW ;
- TSH GLASGOW shall not be obliged to offer alternative accommodation or reimbursement of any Hotel Fee already paid by the Guest to TSH GLASGOW ;
- TSH GLASGOW shall be entitled to limit or discontinue the provision of facilities and services without any compensation being due.

14. FOUND PROPERTY

14.1. All property or goods found on the Hotel premises must be handed over to the front desk of the Hotel.

14.2. After the Check-Out Date of a Guest, any personal belongings left in the room or any other area of the Hotel will not be kept and will be discarded or destroyed, unless by its appearance and/or value it is clear to anyone that it must be a lost item. In that case, TSH GLASGOW will store the item for a maximum of three (3) months, if reasonably possible. Where reasonably possible, TSH GLASGOW shall inform the Contracting Party about the lost item and will request if and how it will be retrieved by the Contracting Party.

14.3. The Contracting Party may request TSH GLASGOW to send such item(s) to the Contracting Party. TSH is not obliged to adhere to such request, but if it does, the Contracting Party shall bear the risk and costs of the shipping of such item. TSH GLASGOW may request the Contracting Party to pay these costs in advance. Lost items will not be returned in case of any outstanding fees.

15. CHANGE, USE AND LETTING OF ROOMS

15.1. TSH GLASGOW is at all times entitled to transfer a Guest to a different room of a similar type for operational reasons.

15.2. Only the Guest(s) is/are permitted to make use of the relevant hotel room.

15.3. The Contracting Party and/or Guest is prohibited to let or otherwise grant others the right to use any room in the Hotel (including via Airbnb, Wimdu, etc.). In case of a breach of this Clause 16.3:

15.3.1. the Contracting Party shall, without prejudice to TSH Glasgow's other rights and remedies available to it under the Hotel Agreement, pay to TSH Glasgow liquidated damages of GBP 500 per day in respect of each day that the Contracting Party and/or Guest lets or otherwise grants any person the right to use a room in the Hotel; and

15.3.2. TSH may terminate the Hotel Agreement immediately by notice in writing. In such case, the payment obligation for the Hotel Agreement will continue unabridged for the remaining contract period.

16. ENTERING ROOMS AND VACANCY

16.1. The Guest does not have exclusive possession to the room. TSH GLASGOW ' personnel may enter the room for cleaning purposes while the Guest is not present, unless agreed in writing otherwise.

16.2. The Contracting Party must inform or procure that the Guest informs TSH GLASGOW of any period during which a room will stay vacant for a period of five (5) days or more. In case a room stays vacant for a longer period, TSH GLASGOW needs to be able to enter a room (amongst others for legal reasons, such as health related regulations). The Contracting Party hereby agrees (where necessary, on behalf of the Guest) that TSH GLASGOW may enter the room in such situations, without the Guest being present or prior notice.

16.3. In addition to Clauses 17.3 and 17.2, TSH Glasgow staff, upon reasonable prior notice to the Guest, has the right to enter the room of a Guest in their presence for maintenance, security, and other legitimate reasons, including reasonable inspections.

16.4. In case of imminent danger or order from public authorities, TSH GLASGOW always has the right to enter a room without the Guest being present or prior notice.

17. TSH BIKE

17.1. For Hotel Student Stay and Hotel Extended Stay Guests use of the TSH Bike sharing system is included in the Hotel Fee.

17.2. For all Hotel Stay Guests the TSH Bike sharing system is available against an additional payment, unless agreed in writing otherwise.

17.3. The use of TSH Bikes is subject to availability and acceptance of the TSH Bike sharing system's terms of use.

18. DATA PROCESSING

18.1. The Contracting Party acknowledges that when making a Hotel Booking, TSH (in the capacity of a data controller) must process personal data.

18.2. The Contracting Party shall ensure all Guests have read and understood the TSH privacy statement by referring Guests to the TSH privacy statement before sharing any personal data. The TSH privacy statement is accessible at: https://www.thesocialhub.co/privacy-policy/.

19. APPLICABLE LAW AND VENUE

19.1. The Hotel Agreement, these Terms and Conditions, the House Rules as well as any additional agreement(s) entered into between TSH Glasgow and the Contracting Party regarding the performance of Hotel Services shall be governed and construed in accordance with the laws of England and Wales.

19.2. Any disputes arising out of or relating to this Hotel Agreement shall be subject to the exclusive jurisdiction of the English Courts to which the Contracting Party and TSH GLASGOW irrevocably submit.

20. SEVERANCE

If any part of these Terms and Conditions is found to be illegal, invalid or unenforceable by any court with competent jurisdiction such illegality, invalidity or unenforceability shall not affect the other provisions of these Terms and Conditions, and such other provisions shall remain in full force and effect and not be affected in any other jurisdiction. TSH Glasgow shall replace the invalid or non-binding part by one or more provisions that are valid and binding and the effect of which, given the contents and purpose of these Terms and Conditions, shall be, to the greatest extent possible, similar to that of the invalid or non-binding part.

21. PAYMENT & IDENTIFICATION

21.1. If the Hotel Booking is made with a credit card, the Guest must present the credit card used to make the Hotel Booking at check-in. If the Guest is unable to present the physical credit card or the name on the credit card does not match the name on the identification document presented by the Guest, TSH Glasgow is entitled to cancel the Hotel Booking at its sole discretion, in which event any prepayment shall be forfeited by the Contracting Party.

21.2. Upon check-in, TSH Glasgow will apply a pre-authorization of £50 per stay to the credit or debit card provided by the Guest. This pre-authorization serves as a guarantee for any additional charges that may be incurred during the stay, including but not limited to charges related to missing, stolen or damaged items, minibar consumption, or any other costs attributable to the Guest. In any of the aforementioned events, TSH Glasgow reserves the right to deduct any outstanding amounts from the pre-authorized sum prior to its release. The remaining pre-authorized amount, if any, will be released within a reasonable period following the Guest's departure, subject to the processing times of the relevant financial institution. TSH Glasgow shall not be liable for any delays in the release of the pre-authorized amount caused by the Guest's bank or financial institution. The Guest acknowledges that failure to provide a valid credit or debit card at check-in may result in TSH Glasgow refusing to honour the Hotel Booking. For further details, please contact the hotel.

21.3. In the event of a chargeback with respect to the Hotel Booking at any moment in time, the Guest and the Contracting Party are obliged to cooperate fully with the investigation of TSH GLASGOW and any other involved third party on the matter. The Guest and the Contracting Party shall in this regard in any event provide additional documentation or information upon first request of TSH Glasgow .

21.4. The Contracting Party and the Guest acknowledge that any fraudulent activity, including but not limited to unauthorized bookings or invalid chargebacks, may result in the Guest and the Contracting Party being added to the internal blacklist of The Social Hub for an indefinite period of time. This will have the consequences that the Contracting Party and the Guest are no longer allowed to make a reservation at any hotel of The Social Hub.

21.5. TSH Glasgow reserves the right to refuse payments originating from banks or financial institutions located in countries subject to international sanctions applicable to TSH Glasgow . If a payment is received from a sanctioned jurisdiction, TSH Glasgow may, at its sole discretion, reject the transaction and cancel any associated Hotel Booking. The Contracting Party and the Guest acknowledge that they are responsible for providing TSH GLASGOW with an alternative payment method within 24 hours to secure the Hotel Booking. Failure to do so may result in the cancellation of the Hotel Booking without refund. TSH Glasgow shall not be liable for any inconvenience or financial loss resulting from payment refusals due to compliance with sanction regulations.

Section 2: Specific Clauses for each type of booking

This section 2 includes the specific Clauses of these Terms and Conditions applicable for each type of booking, unless agreed otherwise in the Hotel Agreement between Contracting Party and TSH Glasgow . Promotional terms applicable during certain booking periods are set out in Schedule D.

A) HOTEL STAY

A.1 BOOKING PROCESS

A Hotel Booking for a Hotel Stay, can be made online on the available Websites or directly with the reservations department of TSH GLASGOW (e.g., by telephone or email). The Hotel Agreement is concluded by the Contracting Party's acceptance of the TSH Glasgow ' offer, regardless of whether TSH makes this offer through a Website or via email, telephone or any other means of communication. In case of an oral agreement between TSH Glasgow and the Contracting Party, such as a booking via telephone, TSH GLASGOW will provide the Contracting Party with a written confirmation of any such oral agreement (which includes by email).

A.2 PAYMENT PROCEDURE

1.	**Refundable Hotel Stay**	The Hotel Fee shall be paid to TSH GLASGOW no later than 23:59 on the day prior to the Check-In Date, unless agreed in writing otherwise.
2.	**Non-refundable Hotel Stay**	The entire amount of the Hotel Fee shall be paid at the moment of booking the Hotel Stay.
3.	**City Tax**	City Tax charges made in conformity with the local municipality rules applicable to the Hotel. The Contracting Party will pay the relevant City Tax for all Guests at the moment of check-in or at the moment of booking, depending on the booking conditions.
4.	**Failure of payment in time**	The Contracting Party will be subject to all related extrajudicial and pre-litigation costs,

		as well as all court costs, in accordance with applicable law.
5.	**No fulfillment of (payment) obligation by Contracting Party**	TSH GLASGOW has the right to retain any goods that the Guest keeps in the Hotel.
6.	**Commission costs**	Commission costs incurred via online payments or other third-party bookers (for example, travel agencies) are not covered by TSH. TSH will not apply additional transaction charges for payments made by the Contracting Party or the Guest in the Hotel (at check-in, at check-out or during the stay). *Note that credit card companies may apply separate charges/commission costs to the cardholder, for example in respect of foreign exchanges.*
7.	**Payments**	In GBP.
8.	**Payment options**	TSH GLASGOW reserves the right to refuse payment by bank cheque, cash, giro acceptance form or other means of payment, or to attach conditions to their acceptance.
9.	**Hotel Stay Group Booking**	In case of a Group Booking for Hotel Stay, numbers 1. and 2. of this Clause A.2 will not apply and instead the payment procedure as set out in the Group Booking Agreement applies. The remaining numbers of this Clause A.2 (numbers 3. – 8.) remain applicable.

A.3 CANCELLATION/MODIFICATION PROCEDURE

1.	**Refundable Hotel Booking**	The following cancellation terms apply:

		- **1 day or more before Check-In Date** – The Contracting Party is entitled to cancel the Hotel Booking until three (3:00) p.m. local time on the day before the Check-In Date, without any charge. Any amount already paid will be refunded to the Contracting Party. - **1 day or less before Check-In Date and after Check-In Date ('early leave')** – From three (3:00) p.m. local time on the day before the Check-In Date, the Contracting Party's cancellation will not result in any refund and any unpaid Hotel Fees remain payable in full. The following modification terms apply: - **1 day or more before Check-In Date** – The Contracting Party is entitled to modify the Hotel Booking until three (3:00) p.m. local time on the day before the Check-In Date, depending on the modification a refund or surcharge will apply. - **1 day or less before Check-In Date and after Check-In Date ('early leave')**- From three (3:00) p.m. local time on the day before the Check-In Date, the Contracting Party's modification to shorten or downgrade the stay, will not result in any refund and any unpaid Hotel Fees remain payable in full. The Contracting Party's modification to lengthen or upgrade the stay is

		subject to availability and a surcharge may apply. Any cancellation or modification must be sent by written declaration to TSH GLASGOW (an email to reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
3.	**Semi-flex cancellation of Hotel Booking**	The following cancellation terms apply: **7 days or more before Check-In Date** – The Contracting Party is entitled to cancel the Hotel Booking until three (3:00) p.m. local time seven days before the Check-In Date, without any charge. Any amount already paid will be refunded to the Contracting Party. **7 day or less before Check-In Date and after Check-In Date ('early leave')** – From three (3:00) p.m. local time seven days before the Check-In Date, the Contracting Party's cancellation will not result in any refund and any unpaid Hotel Fees remain payable in full. The following modification terms apply: **7 days or more before Check-In Date** – The Contracting Party is entitled to modify the Hotel Booking until three (3:00) p.m. local time seven days before the Check-In Date, depending on the modification a refund or surcharge will apply. **7 days or less before Check-In Date and after Check-In Date ('early leave')**- From three (3:00) p.m. local time seven days before the Check-In Date, the Contracting Party's modification to

		shorten or downgrade the stay, will not result in any refund and any unpaid Hotel Fees remain payable in full. The Contracting Party's modification to lengthen or upgrade the stay is subject to availability and a surcharge may apply. Any cancellation or modification must be sent by written declaration to TSH GLASGOW (an email to reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
2.	**Non-refundable Hotel Booking**	Cancellation or modification of the Hotel Booking by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full. The Contracting Party must cancel or modify the Hotel booking by written declaration to TSH GLASGOW(an email to reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
3.	**Hotel Stay Group Booking**	In case of a Hotel Stay Group Booking, numbers 1. and 2. of this Clause A.3 do not apply and instead the cancellation/modification procedure as set out in the Group Booking Agreement applies.

Example 1: a Refundable Hotel Stay with a Check-In Date on 1 September 2022, and a request to cancel on 31 August at 7pm, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Stay will be payable.
Example 2: a Refundable Hotel Stay made with a Check-In Date on 15 May 2022, and a request to cancel on 14 May at 10am, can be cancelled without a cancellation fee.
Example 3: a Non-Refundable Hotel Stay made on with a Check-In Date on 8 June 2022, and a request to cancel on 6 June at 8pm, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Stay will be payable.

B) HOTEL EXTENDED STAY

B.1 BOOKING PROCESS

A Hotel Booking for a Hotel Extended Stay can be made online on the available Websites or directly with the reservations department of TSH GLASGOW (e.g. by telephone or email). The Hotel Agreement is concluded by Contracting Party's acceptance of TSH GLASGOW ' offer, regardless of whether TSH GLASGOW makes this offer through a Website or via email, telephone or any other means of communication. In case of an oral agreement between TSH GLASGOW and the Contracting Party, such as a booking via telephone, TSH GLASGOW will provide the Contracting Party with a written confirmation of any such oral agreement (which includes by email).

B.2 PAYMENT PROCEDURE

1.	**Refundable Hotel Extended Stay**	The Hotel Fee shall be paid to TSH GLASGOW no later than fourteen (14) days before the Check-In Date. Where the Guest is staying for longer than a period of one (1) month continuous at the Hotel, then the Hotel Fee shall be paid as follows, unless agreed in writing otherwise: (a) payment of the first month shall be paid no later than fourteen (14) days before the Check-In Date; and (b) payment of the following months, whether the Guest is staying at the Hotel for the full month or not, shall be paid no later than fourteen (14) days prior to the start of that calendar month.
2	**Non-refundable Hotel Extended Stay**	The entire amount of the Hotel Fee shall be paid at the moment of booking the Hotel Extended Stay.

4	**City Tax**	City tax charges made in conformity with the local municipality rules applicable to the Hotel. The Contracting Party will pay the relevant City Tax for all Guests at the moment of check-in or at the moment of booking, depending on the booking conditions.
5	**Failure of payment in time**	The Contracting Party will be subject to all related extrajudicial and pre-litigation costs, as well as all court costs, in accordance with applicable law.
6	**No fulfillment of (payment) obligation by Contracting Party**	TSH GLASGOW has the right to retain any goods that the Guest keeps in the Hotel.
7	**Commission costs**	Commission costs incurred via online payments or other third-party bookers (for example, travel agencies) are not covered by TSH. TSH will not apply additional transaction charges for payments made by the Contracting Party or the Guest in the Hotel (at check-in, at check-out or during the stay). *Note that credit card companies may apply separate charges/commission costs to the cardholder, for example in respect of foreign exchanges.*

8	**Payments**	In GBP.
9	**Payment options**	TSH GLASGOW reserves the right to refuse payment by bank cheque, cash, giro acceptance form or other means of payment, or to attach conditions to their acceptance.
1	**Hotel Extended Stay Group Booking**	In case of a Group Booking for Hotel Extended Stay, numbers 1. and 2. of this Clause B.2 will not apply and instead, the payment procedure as set out in the Group Booking Agreement applies: The remaining numbers of this Clause B.2 (numbers 3. – 9.) remain applicable.

B.3 CANCELLATION/MODIFICATION PROCEDURE

1	**Refundable Hotel Extended Stay**	The following cancellation terms apply: • **14 days or more before Check-In Date** - The Contracting Party is entitled to cancel the Hotel Extended Stay Booking until three (3:00) p.m. local time on the 14th day before the Check-In Date, free of charge and amounts already paid will be refunded to the Contracting Party. • **Less than 14 days before Check-In Date up to 1 day before Check-In Date** – The Contracting Party is entitled to cancel the Hotel Extended Stay Booking between three (3:00) p.m. local time on the 14th day before the Check-In Date and three (3:00) p.m. local time on the day before the Check-In Date, against payment of a cancellation fee equal to the Hotel Fee for the first fourteen (14) nights of the Hotel Extended Stay. The Guest is not allowed to stay in the room during the fourteen (14) night period. The following modification terms apply:

		• **14 days or more before Check-In Date** – The Contracting Party is entitled to modify the Hotel Extended Stay Booking until three (3:00) p.m. local time on the 14th day before the Check-In Date. In case of a modification to lengthen or upgrade/downgrade the stay, subject to availability and a surcharge may apply. • **Less than 14 days before Check-In Date up to 1 day before Check-In Date** – The Contracting Party is entitled to modify the Hotel Extended Stay Booking between three (3:00) p.m. local time on the 14th day before the Check-In Date and three (3:00) p.m. local time on the day before the Check-In Date, against a payment of a fee equal to the Hotel Fee for the first fourteen (14) nights of the Hotel Extended Stay. In case of a modification to lengthen or upgrade/downgrade the stay, subject to availability and a surcharge may apply. • **After Check-In Date ('early leave')** – The Contracting Party is entitled to modify, with a notice period of fourteen (14) nights or against a payment of a fee equal to the Hotel Fee for the fourteen (14) nights of the Hotel Extended Stay, unless the remainder of the Hotel Extended Stay is shorter than fourteen (14) days, in which case the Contracting Party must pay a cancellation fee equal to the remainder of the stay. Any cancellation or modification must be sent by written declaration to TSH GLASGOW (an email to

		reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
2	**Non-refundable Hotel Extended Stay**	Cancellation or modification of the Hotel Extended Stay by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full. The Contracting Party must cancel the Hotel Extended Stay Booking by written declaration to TSH GLASGOW (an email to reservations@thesocialhub.co will be sufficient) or the relevant travel agency.
3	**Hotel Extended Stay Group Booking**	In case of a Hotel Extended Stay Group Booking, numbers 1. and 2. of this Clause B.3 will not apply and instead the cancellation/modification procedure as set out in the Group Booking Agreement applies.

Example 1: a Refundable Hotel Extended Stay reservation made with a Check-In Date on 20 July 2022 for 20 nights, and a request to cancel on 10 July 2022, cannot be cancelled without cancellation fee. A cancellation fee equal to the fist 14 nights of the stay will be payable.

Example 2: a Non-Refundable Hotel Extended Stay reservation made with a Check-In Date on 13 April 2022 for 40 nights, and a request to cancel on 26 March 2022, cannot be cancelled without cancellation fee. A cancellation fee equal to the full Hotel Extended Stay will be payable.

Example 3: a Refundable Hotel Extended Stay reservation made for 30 nights, and a request to shorten the stay to 23 nights after 12 nights from the moment of Check-In Date, cannot be shortened without cancellation fee. A cancellation fee equal to 3 nights (12 nights + 14 nights notice period = 26 nights - 23 nights stay = 3 nights cancellation fee) will be payable.

B.4 MAXIMUM LENGTH OF STAY

An Extended Stay booking can be made for a maximum of twelve (12) months. The Extended Stay Guest is not allowed to stay at TSH GLASGOW for longer than 12 months. Only after the expiry of a period of twelve (12) months following the Check-Out Date, the Guest is allowed to stay at TSH GLASGOW again for twelve (12) months (continuous or accumulative).

In case a Guest intentionally stays in TSH GLASGOW longer than twelve (12) months (for example, by falsifying a document), the Contracting Party shall be liable for all damages incurred by TSH GLASGOW as a result thereof.

Example 1: An Guest that books a stay in TSH GLASGOW of twelve (l2) months cannot additionally book a stay of three (3) nights prior or after the stay period in TSH GLASGOW , since this will exceed the maximum length of stay of twelve (12) months. The Guest can stay in another Hotel.
Example 2: A Guest that stayed in TSH GLASGOW for twelve (12) months cannot six (6) months later book a stay for another twelve (12) months in that same Hotel. The Guest can stay in another Hotel.

C) HOTEL STUDENT STAY

C.1 BOOKING PROCESS

A Hotel Booking for a Hotel Student Stay can be made online on the available Website or directly with the reservations department of TSH GLASGOW (e.g. by telephone or email). The Hotel Agreement is concluded by Contracting Party's acceptance of TSH GLASGOW ' offer, regardless of whether TSH GLASGOW makes this offer through a Website or via email, telephone or any other means of communication. In case of an oral agreement between TSH GLASGOW and the Contracting Party such as in case of booking via telephone, TSH GLASGOW will provide the Contracting Party with a written confirmation of any such oral agreement (which includes by email).

The Guest acknowledges and agrees that the booking of a Student Stay is strictly for a single occupancy only. The Guest is not allowed to have anyone else stay in his room unless for occasional overnight visitors for a maximum of 7 nights per month with prior written approval of TSH and proper visitor check-in.

C.2 ROOM INVENTORY CHECK PROCEDURE

Check-In room inventory check

In case of a Hotel Student Stay, the Contracting Party shall within forty-eight (48) hours after the Check-In Time perform a room inventory check or procure that the Student Guest performs this inventory check. Any missing elements or damaged items shall be indicated in writing to TSH GLASGOW within this time period of forty-eight (48) hours. If the Contracting Party is not the Student Guest, the written notification of missing items or damages can be made by the Student Guest on behalf of the Contracting Party and, in the absence of any written indication to the contrary issued by the Contracting Party within this period of forty-eight (48) hours, the notification made by the Student Guest will be deemed made on behalf of the Contracting Party. If no written notification of any missing elements or damaged items has been made to TSH GLASGOW by either the Student Guest or the Contracting Party within this period of forty-eight
(48) hours starting at the Check-In Time, it shall be deemed that no such missing elements or damaged items exist, and neither the Student Guest nor the Contracting Party shall have the right to make further claims in this respect.

Check-Out room inventory check

In case of a Hotel Student Stay, on the Check-Out Date but before the Check-Out Time, TSH GLASGOW and the Contracting Party or the Student Guest shall jointly perform a room inventory check. Any outstanding part of the Hotel Fee and/or outstanding amounts

(including payments in relation to missing items and/or damages) due at any title by the Contracting Party can be claimed by TSH GLASGOW .

TSH GLASGOW shall complete the Check-Out process with the Contracting Party only after:

- receiving evidence of either the Guest's deregistration from the municipality or evidence of their updated registration with the municipality (if applicable and/or upon request of TSH);
- the inventory form (i.e. describing the condition of your room) is complete; and
- the TSH Bike is returned undamaged and without any pending charges (if applicable).

TSH GLASGOW cannot complete the Check-Out process until these three requirements (to the extent applicable) are fully complete. In the event that the requirement with respect to providing proof of deregistration or updated registration is applicable and is not evidenced within 6 (six) months after the Check-Out Date, this requirement will be considered unfulfilled and a penalty fee may be charged to the Contracting Party. Please note that failure to update your registration details in general may lead to an investigation by the municipality and potential fines.

C.3 PAYMENT PROCEDURE

1	**Payments**	Payment will occur through monthly instalments, to be paid before the 1st of each month. To confirm a Hotel Student Stay booking, a symbolic charge of £1.00 will be applied at the time of reservation. This amount is non-refundable and serves solely to validate the booking. No additional deposit is required.
2	**In case of late payment**	Subject to applicable local rules, if an invoice of (an instalment of) the Hotel Fee is not paid within four (4) weeks after the payment has become due, TSH GLASGOW may take further action to recover the outstanding amount. This right is regardless of TSH GLASGOW ' other rights including a termination of the Hotel Agreement in accordance with its terms. The Contracting Party will remain liable for the payment of any unpaid fees. TSH GLASGOW will provide the Contracting Party with an invoice to this extent. Unless TSH GLASGOW cancels the Hotel Agreement, this invoice will also include an amount

		equal to one (1) month of the Hotel Fee, to be held as security for future performance under the agreement.
3	**Failure by Contracting Party of payment obligation in time**	TSH GLASGOW reserves the right to cancel the Hotel Agreement. In such case, the payment obligation for the agreed term will continue unabridged.
4	**Increase of Hotel Fee**	In case of an increase in VAT or any other taxes, TSH GLASGOW has the right to increase the Hotel Fee during the contract period. TSH GLASGOW will only increase the Hotel Fee as required to fully apply the then applicable tax rate(s).
5	**Commission costs**	Commission costs incurred via online payments or other third-party bookers (for example: travel agencies) are not covered by TSH. TSH will not apply additional transaction charges for payments made by the Contracting Party or the Guest in the Hotel (at check-in, at check-out or during the stay). Note that credit card companies may apply separate charges/commission costs to the cardholder, for example in respect of foreign exchanges.
6	**Hotel Student Stay Group Booking**	In case of a Hotel Student Stay Group Booking, number 1. of this Clause C.3 will not apply and instead the payment procedure as set out in the Group Booking Agreement applies. The remaining numbers of this Clause C.3 (numbers 2. – 6.) remain applicable.

C.4 CANCELLATION/MODIFICATION PROCEDURE

To exercise the cancellation, the Contracting Party needs to fill out the online form at: https://www.thesocialhub.co/form/cancellation/semester/.

	Cancellation	Cancellation fee
1.	**From moment of Check-In Date and during the Hotel Student Stay**	The Contracting Party is entitled to cancel the booking against payment of a cancellation fee equal to the Hotel Fee for three (3) months, unless the remaining period of the stay at the time of cancellation is shorter than three (3) months in which case the cancellation fee is equal to the Hotel Fee for the remaining period of the Hotel Student Stay. The Hotel Fee already paid for the month in which you cancel, will not be refunded. The cancellation fee does not allow you to stay in the room, after the date that is confirmed as the adjusted Check-Out Date. You have to check-out on the day against which you have confirmed to cancel your Hotel Student Stay. City Tax is due if the Hotel Student Stay is cancelled prior to the expiry of three (3) months after the Check-In Date.
2.	**14 days after the Hotel Student Stay is confirmed and only if the cancellation request is submitted at least one (1) calendar month before the Check-In Date** *Example: a Hotel Student Stay reservation made on 2 August 2022 with a Check-In Date on 1 September 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.* *Example: a Hotel Student Stay reservation made on 20 December 2021 with a Check-*	The Contracting Party can cancel the booking until three (3:00) p.m. on the 14th day after receipt of the booking confirmation, free of charge and amounts already paid will be refunded to the Contracting Party, assuming that the cancellation request is submitted at least one (1) calendar month before the Check-In Date.

	Cancellation	**Cancellation fee**
	In Date on or after 1 February 2022 can be cancelled without a cancellation fee becoming due by 3 January 2022 at the latest.	
3.	**Less than 1 month prior Check-In Date or more than 14 days after booking** Less than one (1) month before the agreed Check-In Date or more than 14 days after making the Hotel Student Stay Booking. *<u>Example</u>: a Hotel Student Stay reservation made on 25 August 2022 with a Check-In Date on 1 September 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.* *<u>Example</u>: a Hotel Student Stay reservation made on 3 January 2022 with a Check-In Date on or after 1 February 2022 cannot be cancelled without cancellation fee. A cancellation fee equal to three (3) months will be payable.*	The Contracting Party is entitled to cancel the booking against payment of a cancellation fee equal to the Hotel Fee for three (3) months, unless the period of the stay at the time of cancellation is shorter than three (3) months in which case the cancellation fee is equal to the Hotel Fee for the remaining period of the Hotel Student Stay. Any Hotel Fee already paid for the month in which you cancel, will not be refunded. The cancelation fee does not allow you to stay in the room.

	Cancellation	Cancellation fee
4.	**Hotel Student Stay Group Booking**	In case of a Hotel Student Stay Group Booking, numbers 1., 2., 3. and 4. of this Clause C.4 will not apply and instead the cancellation procedure as set out in the Group Booking Agreement applies.
5.	**Take over (alternative for cancellation fee)**	In order to prevent paying the cancellation fee, we offer an alternative option of a 'student take over'. These are the requirements of a 'student take over': 1. You'll need to find a student who will take over your Hotel Agreement under the same conditions (and who is also registered as a student at a university); 2. The 'student take over' can only start from the 1st of the month and we'll need at least 30 days to process the request (*example*: if all requirements are done before the 1st of May, the 'student take over' can be processed for the 1st of June); and 3. You'll need to pay an administrative fee of £350. In the event you opt for the 'student take over' option, we'll need the new student's full name, phone number and e-mail address before the end of the month. As soon as we have received this information and a confirmation from the new student, the 'student take over' is complete.

	Cancellation	Cancellation fee
6.	**Late arrival/early departure**	A late arrival or early departure in the month of the Check-In Date or Check-Out Date by the Contracting Party will not result in any refund and any unpaid Hotel Fees remain payable in full.

C.5 REGISTRATION REQUIREMENTS

C.5.1 For a Student Hotel Stay, the Guests must be registered with a UK university or similar UK educational institution (herein the "**Student**"), which is recognized by the relevant government or competent authority, and they must be able to provide proof of such registration. TSH may ask for proof of registration. If the Guest cannot provide the requested documentation within 7 days, TSH GLASGOW reserves the right to cancel the booking. The Guest remains fully liable for the total Hotel Fee.

If a Guest staying as a student Guest ceases to be a Student for that purpose, the Student Hotel Stay may be ended by TSH.

C.5.2. Registration as a resident is mandatory in the GLASGOW, if the Guest is planning to stay longer than four (4) months. The Guest must provide TSH GLASGOW with a copy of their registration with the relevant city within three (3) months after the Check-In Date.

C5.3 Guests are not permitted to apply for rent allowance in connection with their stay at TSH.