Maritime Apartments

Booking terms and cancellation policy

Updated 9 November 2026

These updated payment and arrival arrangements apply to new direct serviced-apartment bookings. Existing bookings remain subject to the terms confirmed when they were made. Separately agreed corporate or long-stay terms must be confirmed in writing.

Payment at booking

Full payment (100% of the accommodation total) is required at the time of booking a serviced apartment through our new direct booking service. There is no later accommodation balance payment. For stays of 35 nights or more, a separate refundable security deposit is required: £200 for a one-bedroom apartment or £400 for a two-bedroom apartment. Staff collect this deposit separately; it is additional to the accommodation total and is not collected by the online checkout. Staff provide the collection and return instructions. The accommodation price and applicable terms are shown before you confirm. Any separately agreed corporate credit arrangements must be confirmed by us in writing.

Cancellation summary

For cancellation of the whole booking, a full refund is available if we receive your cancellation at or before 2.00pm UK local time (Europe/London) on the date 14 calendar days before your scheduled arrival. This includes a cancellation received exactly at that cutoff. For a reduction in the stay, the cutoff is calculated from the first date cancelled, as explained in the full terms below. Cancellations received after the applicable cutoff are subject to the full cost of the cancelled period. Email info@maritimeapartments.co.uk and ensure your cancellation has been received. A cancellation acknowledgement is not a payment refund receipt; the team will confirm the refund separately.

Arrival and keys

Check-in is from 2.00pm and check-out is by 11.00am. Guests collect their apartment keys using Keycafe. Follow the collection and return instructions provided by the Maritime team for your booking. Contact us before arrival if you have not received these instructions. Arrangements for a later check-out must be agreed with us in advance. If there is any delay in vacating the apartment beyond the agreed time, a full day’s rental is charged to you.

Full booking terms

General

These booking conditions set out the basis upon which the accommodation reservations are accepted for clients (“You”, “Your party”) by Barros Trading Ltd T/A Maritime Apartments (“Us”, “We”, “Our”). Barros Trading Ltd is registered in England and Wales, company number 09096416. Registered office: Suite 1b, 1 Bridge Lane, London, England, NW11 0EA.

Acceptance of Terms and Conditions / Contract of Hire

For new direct serviced-apartment bookings, the price and these terms are presented before you submit your booking and payment. By submitting the booking you accept those terms. Full payment is required at booking. A payment request or an incomplete checkout is not a confirmed, paid booking. Keep the booking confirmation and payment receipt for your records.

Confirmation of Booking

We send your booking details by email. Please check the apartment type, dates, guest details and total and contact us promptly if anything is incorrect. A booking awaiting payment remains a request until payment is completed and the booking is confirmed. Requests to change or cancel a confirmed booking are handled under the alteration and cancellation terms below; there is no separate 24-hour acceptance deadline.

Prices

All prices are quoted in UK Pounds Sterling and, unless otherwise specified, include VAT at the prevailing UK rate. Prices and availability may change before you book. The total shown and accepted when your booking is confirmed applies to that booking. If you request a change, we will explain any revised price before you agree to it.

Price bands

The price band charged depends on the length of your stay. If you request a shorter stay that falls into a different price band, the applicable nightly rate may change for the whole revised stay. We will explain the revised total and any cancellation charge before confirming the change.

Payment Procedure

Full payment (100% of the accommodation total) is required at the time of booking a serviced apartment through our new direct booking service. There is no later accommodation balance payment. For stays of 35 nights or more, a separate refundable security deposit is required: £200 for a one-bedroom apartment or £400 for a two-bedroom apartment. Staff collect this deposit separately; it is additional to the accommodation total and is not collected by the online checkout. Staff provide the collection and return instructions. The accommodation price and applicable terms are shown before you confirm. Any separately agreed corporate credit arrangements must be confirmed by us in writing.

Payment by Credit/Debit cards

Card payments for the new direct booking service are collected securely through Stripe using the payment options shown at checkout. Any additional agreed charges will be explained separately.

Methods of Payment

New direct website bookings are paid in UK Pounds Sterling through the secure Stripe checkout, using the payment methods displayed there. Bank transfer or corporate credit is available only where we have separately agreed it in writing; contact us for those arrangements.

Use of apartments

It is forbidden to use our apartments for parties or gatherings where occupants of neighbouring apartments might be disturbed. If, on arrival, it is felt you are intending to use the apartments for such an event you may be refused entrance. If it is discovered that you are holding such an event after arrival you will be required to leave immediately. In such circumstances, We are not obliged to provide or locate alternative accommodation. The proportion of refund is at Our discretion.

Facilities and Services

All apartments are fully furnished to a high standard and include a kitchen fully equipped with appliances, cutlery, crockery, and kitchen utensils. A Broadband Internet connection is provided at all locations. There is no charge for normal use, as described in our Fair Usage Policy , of this facility. If a loss of connection occurs We will endeavour to get reconnected as quickly as possible but We cannot be held liable for any losses resulting from the loss of connection. Unless otherwise specified, the prices quoted for all serviced apartments include utilities and taxes. Unless otherwise specified, the prices quoted include a weekly Housekeeping Service, which is carried out during your weekly stay. All linen and towels are included and changed with every Service. Any extra charges are at the management's discretion.

Fair Usage Policy

Fair broadband usage is described as an average of 2GB download per day. This is sufficient for all normal activities, e.g. web browsing and emailing, but may be exceeded if there is a significant amount of activities such as video streaming. If more download capacity is required then it may be possible to purchase additional GBs. Please note: any illegal internet activity, e.g. peer-to-peer file sharing, will result in the internet access being closed down for the duration of your stay.

Cancellation by You

All notification of cancellation must be made in writing by post or email to Us. You are responsible for ensuring the notification has been received. All payments for the cancelled period are refunded if We receive your cancellation at or before 2.00pm UK local time (Europe/London) on the date 14 calendar days before the first date cancelled. A cancellation received exactly at that cutoff qualifies for a full refund. If notification is received after that cutoff, the full cost of the cancelled period is forfeit. We strongly recommend that all clients obtain appropriate travel and personal insurance cover to cover these charges in the event of a cancellation.

Alteration by You

If you wish to alter your booking (e.g. change the dates of your stay or the accommodation requested), we will use all our reasonable efforts to comply with your request, however we cannot guarantee that we will be able to do so and we accept no liability for any loss, damage or additional expense that may be incurred in that circumstance. Delayed arrivals and early departures will be treated as cancellation, even if additional nights are added to the end or beginning of the stay, and so will be subject to the cancellation charge if notification of the change is received after 2.00pm UK local time (Europe/London) on the date 14 calendar days before the first date changed. If your stay is reduced in length please see the section on Price bands for information on the price you will be charged.

Cancellation by Us

In exceptional circumstances we may find it necessary to cancel your booking and if so, we shall make all reasonable efforts to offer a suitable alternative. If this is not acceptable, and assuming the cancellation is not as a result of events beyond our reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions, we will refund any sum you have paid to us which shall constitute full and final settlement of any liability we may have to you as a result of such cancellation. This does not affect your statutory rights. More specifically, nothing in these conditions shall restrict our liability for death or personal injury caused by our negligence, or for fraudulent misrepresentation.

Alteration by Us

While every effort is made to adhere to the apartment location, postal number and price stated in a booking, We reserve the right to vary the location and postal number of the apartment at any time until check-in. The confirmed price of a new direct booking does not change unless you agree to a change to your booking. Any variation will be communicated to the client in writing by email or post. On receiving notification, the client has forty-eight hours to communicate non-acceptance of the variation described. If no such communication is received, the client is assumed to have accepted the variation. If communication of non-acceptance is received within forty-eight hours, all paid funds will be returned to the client without any deduction.

Number of Occupants

You are responsible for ensuring that the apartment is not occupied by more people than is stated on your Booking Confirmation email, which is set to the number of beds in the apartment. We reserve the right to refuse admittance to the apartment if we feel this condition is likely to be breached. In this case no paid funds will be returned. The apartment cannot be re-let/sublet to any other group/party without the written approval of Us.

Check-in and Check-out

Check-in is from 2.00pm and check-out is by 11.00am. Guests collect their apartment keys using Keycafe. Follow the collection and return instructions provided by the Maritime team for your booking. Contact us before arrival if you have not received these instructions. Arrangements for a later check-out must be agreed with us in advance. If there is any delay in vacating the apartment beyond the agreed time, a full day's rental is charged to you.

Damage to Apartment

You are responsible for taking all reasonable care of the property and its contents. The property and all equipment, utensils, furniture etc. must be left clean and tidy at the end of the hire period.

Except in the case of normal wear and tear the hirer will be responsible for making good any damage to the apartment or its contents, which has occurred due to negligence, wilful damage or irresponsible behaviour on the part of those occupying the apartment or their guests. Such damage must be reported, without delay, to our local representatives. The cost of the repair or replacement must be agreed with, and paid to, Us. You are responsible for ensuring that no person staying or visiting the apartment during your stay will suffer anything to be done which would endanger the policy of our insurers in respect of the apartment and its contents which might make the same void or voidable.

Termination by Us

We have the right to terminate a booking at any time on the grounds of abuse to staff or other guests, mistreatment of the apartment or criminal activity on the part of those occupying the apartment or their guests.

Injury or Loss

We cannot be held responsible for any personal injury, loss or damage to personal effects howsoever arising at the accommodation. Neither We, nor our representatives, can be held responsible for any circumstances beyond our control including, but not limited to, mechanical breakdown, illness or failure of any public service supply.

Rights of Access

Our representatives and subcontractors have the right of access to the property at any time, with due regard to the convenience of You, for the purpose of inspection of the property and to carry out any essential repair or maintenance work.

Pets

Regrettably no pets of any kind are permitted under any circumstances. You are liable for any infringement of this rule by Your occupiers.

Information

All information supplied by Us, is given in good faith and is based on information available at the time. All reasonable measures have been taken to ensure the accuracy of any statement made either in writing or otherwise, but We are not liable for any variation however caused.

Complaints

Any complaints about the apartment, its contents, or Our staff must be made in writing immediately to Us at 1b Barque Street, Barrow in Furness, Cumbria LA14 2RE or emailed to us at info@maritimeapartments.co.uk . We will take all reasonable steps to settle the problem. We shall not have any liability for any complaint submitted after the completion of the rental period.

Litigation

In the event of any litigation arising from the booking of accommodation with Us, the Courts in England shall have sole jurisdiction on such arising matters and English law prevalent at the time shall be applied at the times.

Force Majeure

We will not be liable for any delay, loss, damage or expenses incurred if your booking needs to be altered or cancelled or we are unable to perform our contractual obligations as a result of events beyond our reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions.

Insurance

The apartment hire cost does not include any personal insurance cover of any kind. It is recommended that insurance be taken out against cancellation. It is further strongly advised that personal accident and medical insurance is also taken out.

Smoking

We operate a NO SMOKING POLICY. Smoking is not permitted in the apartments or in the internal communal areas of the apartment blocks.

Security of Tenure

The apartments are exempt from security of tenure under the Rent Act

Interest

New direct website bookings are payable in full when booking. Any interest or late-payment terms for separately agreed corporate credit must be set out in that written credit agreement.

Corporate Credit

Corporate credit facilities with Us may be obtained on application. Credit facilities must be agreed prior to check-in. For full details and an application form, write to Maritime Apartments 1b Barque Street, Barrow in Furness, Cumbria LA14 2RE or call 01229 319000 to enquire.

Privacy and Data Protection

Barros Trading Ltd trading as Maritime Apartments uses enquiry, booking, payment and stay information to arrange accommodation, support guests and meet applicable legal duties. Our separate privacy notice at https://maritimeapartments.co.uk/privacy/ explains the information used, service providers, retention and your rights. Contact info@maritimeapartments.co.uk about privacy. A booking or enquiry does not sign you up for marketing.