
MJ3 Relocations — Corporate Accommodation Booking Terms

Version 1.0 | Effective 25 October 2026

Supplier: MJ3 Management Solutions Ltd (company number 16595832), trading as MJ3 Relocations, a company registered in England and Wales whose registered office is 20 Wenlock Road, London, England, N1 7GU. Formal notices to MJ3: enquiries@mj3properties.com; postal notices: registered office.

Scope: These terms apply only where an organisation acting in the course of business contracts directly with MJ3 to purchase accommodation for its authorised occupants. They are not intended for individual consumer bookings or to create, extinguish or override statutory occupation rights. Insurance-funded bookings require verification of the actual contracting party and may require an additional insurance-placement schedule. Properties outside England require local-law review where material occupation rights arise.

1. Terms, invoices and contracting parties

1.1 The **Client** is the legal organisation identified as the customer on MJ3's booking invoice and confirmed as the contracting party by its authorised representative. Naming an insurer, employer or relocation firm as a payer or contact does **not**, by itself, make it the Client or liable for payment.

1.2 **Booking Invoice** means the numbered invoice issued by MJ3 which identifies the specific accommodation requirement and contains the booking particulars listed in clause 2. It serves as the commercial booking summary; MJ3 does not require a separate Booking Confirmation Schedule.

1.3 **Booking Confirmation** means MJ3's dated written email or other durable written message stating that the booking identified by its Booking Invoice number has been formally confirmed following host acceptance and satisfaction of any expressly stated conditions. An invoice marked "provisional" or "awaiting confirmation" is not a Booking Confirmation.

1.4 These Terms (identified by version and date) must be supplied or clearly linked in a retainable form **before** the Client accepts the booking or incurs a payment obligation. Client acceptance must be expressly recorded by reply email, electronic confirmation, signature or another auditable method. Payment can corroborate acceptance only where the Terms were adequately provided before payment. An invoice sent after contract formation does not unilaterally add new terms.

1.5 The documents are read together in this priority: (i) a booking-specific variation expressly agreed in writing before formation; (ii) the Booking Invoice's agreed particulars; (iii) these Terms. Any mandatory law overrides inconsistent wording. Changes after confirmation require written agreement, not merely an updated invoice.

2. Required particulars on every booking invoice

2.1 Each Booking Invoice must show: MJ3's correct legal entity and contact details; Client's full legal name and billing address; invoice number/date; location and an adequate property identifier/address or secure property reference; agreed accommodation type; check-in/check-out dates and times; the **initial binding period** (distinguishing a fixed commitment from a short initial term with possible extensions); authorised occupancy and any materially important features; rates, total price, applicable taxes and charges; any reservation deposit (credited to price); any **separate refundable damage/security deposit** and proposed holder; amount payable and due date; and how to accept or reject the offer.

2.2 The Booking Invoice must prominently identify whether the booking is **PROVISIONAL / PAYMENT REQUEST, CONFIRMED, PAID, PART-PAID** or **CANCELLED**, as appropriate. Payment status alone must not be presented as proof the host has accepted the booking.

2.3 The Booking Invoice must include a conspicuous statement of the applicable pre-arrival cancellation schedule, the after-check-in notice rule, any express variations (including pre-arrival no-show treatment), the Terms version, and a retainable copy or URL to these Terms. The email attaching the invoice should repeat material exceptions.

2.4 Particulars of each agreed extension must be documented in a **new invoice or clearly identified extension invoice**, linked to the original booking reference; it is not necessary to create a separate schedule.

3. Enquiries, holds and formal booking formation

3.1 MJ3 may seek a free, time-limited provisional hold from a host while Client decides whether to proceed. A provisional hold does not guarantee availability to Client or itself commit MJ3 to supply accommodation.

3.2 A Client's request to proceed, signed acceptance, or payment authorises MJ3 to seek formal host confirmation. Unless MJ3 has expressly agreed otherwise in writing, a binding obligation to supply the specific accommodation arises when MJ3 issues the Booking Confirmation under clause 1.3; the invoice and remittance advice alone are not that confirmation.

3.3 If MJ3 cannot confirm the booking, it will notify Client promptly and refund amounts paid for that unconfirmed booking; any alternative property is subject to Client acceptance. The Client's right to remedies arising from MJ3's own breach or mandatory law is preserved.

3.4 Invoices and confirmation communications must accurately distinguish a refundable conditional reservation payment before confirmation from an agreed deposit applied to a **confirmed** booking. No cancellation forfeiture arises merely because a free hold expires.

4. Price, payment, default and no-shows

4.1 Unless an authorised MJ3 representative expressly grants corporate credit terms in writing, payment for the agreed initial accommodation period (or an expressly agreed reservation deposit followed by the remaining balance) is due in cleared funds **before check-in** and by the deadline in the Booking Invoice. Client bears bank transfer timing risk.

4.2 A reservation deposit forms part of the accommodation price, not an additional fee. Deposit paid toward accommodation must be distinguished from any separate damage/security deposit.

4.3 MJ3 generally issues extension invoices approximately 14 days before the proposed extension begins, and requires cleared payment before commencement. Issuing an extension invoice, accepting an enquiry or allowing a payment attempt does not on its own confirm an extension: MJ3 must confirm it in writing after host approval and any other express conditions.

4.4 Unless a different deadline is expressly agreed on the Booking Invoice, where only a reservation deposit has been paid the outstanding initial-period balance must clear by 12:00 noon two working days before check-in. A working day is Monday to Friday excluding public and bank holidays in England and Wales. MJ3 will not assume that an invoice is paid merely because payment has been initiated.

4.5 If the balance remains unpaid after its due date, MJ3 may send a **Final Payment Notice** to the Client's designated booking contact identifying the invoice, outstanding amount, final payment deadline and potential cancellation consequence. Normally the final deadline is 12:00 noon on the working day before arrival; where a late booking makes this impracticable, the invoice or notice must state a reasonable shorter deadline.

4.6 If the Client fails to pay by the final deadline, MJ3 may cancel by express written notice. Cancellation is **not automatic**, and any charge is determined under section 5 (including credit for payments already made, mitigation and applicable law). Until confirmation, MJ3 may release the provisional hold without any booking cancellation charge.

4.7 Full prepayment is the default. Corporate credit is available only when expressly approved in writing for the identified legal Client, with an agreed credit limit, invoice due date and any applicable security; no insurer, employer, loss adjuster or agent receives credit automatically by sector or designation.

4.8 For a confirmed booking, occupants' failure to arrive by the scheduled check-in time is a **no-show**, not automatic cancellation or an automatic right to refund. MJ3 shall make reasonable efforts to contact the Client's designated booking contact. Where accommodation was made available and the Client later gives **written cancellation notice after scheduled check-in**, the Client remains liable for **14 calendar days of accommodation charges from valid receipt** of that notice, or the shorter unexpired confirmed period; no notice means the confirmed booking continues and charges accrue in accordance with its terms. MJ3 shall give credit for any advance payments and applicable saved costs and net replacement-booking receipts, preventing double recovery. A no-show does not make the Client liable for an unconfirmed estimated future period. If the booking is unpaid, sections 4.5–4.6 also apply, but any cancellation after scheduled check-in must be notified expressly and charges calculated consistently with this clause and applicable law. A property that was not reasonably available as promised is not treated as an ordinary Client no-show. No occupant-access or possession remedy may be exercised unlawfully.

4.9 For occupied properties, payment default does not authorise lock changes, removal of belongings, utility disconnection or other unlawful eviction. Any rights of termination and possession shall be exercised in accordance with applicable law.

4.10 Any applicable VAT must be correctly stated. MJ3 shall not charge VAT unless legally entitled to do so. A tax-status change shall be addressed as legally and contractually appropriate.

5. Cancellation before arrival: standard corporate policy

5.1 Once a booking is confirmed, Client may cancel **before the scheduled check-in time** by written notice. Subject to applicable law and clause 5.2, MJ3 may retain the agreed reservation deposit and charge additional reasonable, evidenced net losses caused by cancellation, including non-recoverable accommodation obligations to Providers, unavoidable booking costs and lost net resale margin. The **aggregate charge**, including the credited reservation deposit, shall never exceed the **Client accommodation price for 14 nights**, or the price of the unexpired initial confirmed period if shorter. This is a maximum, not an automatic 14-night fee. Any different terms must be expressly disclosed and accepted in writing before confirmation.

5.2 All reservation deposits and other advance payments are **credited towards**, not added to, any properly payable cancellation charge. MJ3 shall take reasonable steps to mitigate avoidable losses, account for saved costs and net revenue from replacement bookings, and avoid double recovery. MJ3 shall give a reasonable breakdown of additional claimed cancellation loss on request. No cancellation charge arises from the expiry of a free unconfirmed provisional hold. Deposit retention remains subject to legality and proportionality. 5.3 Any refundable balance must be returned within 14 calendar days after the correct refund amount is determined, or earlier where law requires. If MJ3 fails to provide the agreed accommodation, Client retains relevant remedies and the standard cancellation charge does not apply to an otherwise justified termination for MJ3's material breach.

5.4 No-shows **at or after scheduled check-in** are treated under clause 4.8, rather than automatically using the simplified pre-arrival cancellation rule. The Booking Invoice may vary that default only by express agreement before formation.

6. Early departure, renewals and extensions

6.1 After actual check-in, the standard early-termination rule is 14 days' written notice to MJ3; charges for the agreed notice period remain payable, subject to contractual exceptions and applicable law. Notice commences when validly received at the designated email address. A guest's statement to the host is not automatically the corporate Client's notice to MJ3.

6.2 No automatic 28-night renewal is imposed. The Booking Invoice must identify the committed period. A stated 12-month requirement is not a confirmed 12-month booking unless expressly committed as such. Any additional period requires written agreement and a linked invoice/extension confirmation.

6.3 A confirmed fixed booking, an agreed early termination right and any booking-specific client flexibility must be mirrored against MJ3's host obligations where commercially possible. MJ3 cannot promise a client unconditional refunds funded by amounts legally owed to a host.

7. Property standard, changes and support

7.1 MJ3 will arrange accommodation materially consistent with the agreed description and essential requirements recorded in the invoice and pre-booking correspondence. Availability, bed configuration, parking, pets, accessibility, housekeeping and other facilities are property-specific and are not universal guarantees.

7.2 Client must report material problems promptly with available evidence. MJ3 will take reasonable steps to investigate and arrange remedy, appropriate replacement or other lawful relief depending on the seriousness of the problem and applicable rights. Reporting deadlines are not a blanket bar to legitimate legal claims.

7.3 MJ3 may propose equivalent alternative accommodation if a property becomes unavailable or materially unsuitable; a materially different substitute requires appropriate Client agreement or available lawful remedy. No blanket waiver of compensation applies for MJ3's breach.

8. Occupants and lawful occupation

8.1 Client must identify authorised occupants and comply with maximum occupancy, safety, access, anti-nuisance and reasonable property-specific rules provided before arrival. House rules must not override mandatory residential rights.

8.2 Host or other occupant-facing documents must be disclosed and reviewed where relevant. No contractual label, including “licence”, “serviced accommodation”, “corporate stay” or “temporary placement”, conclusively determines legal status.

8.3 Any possession, termination or removal action must follow the law governing the property and the occupant’s actual rights. Nothing authorises self-help eviction, lock changes, removal of possessions or utility disconnection contrary to law.

8.4 Client shall take reasonable steps to ensure authorised occupants leave lawfully when their right to occupy ends, cooperate with lawful possession processes and be responsible for proven contractual loss caused by Client breach, subject to applicable limits. This clause does not guarantee immediate vacant possession or remove occupant rights.

9. Damage and security deposits

9.1 A refundable damage/security deposit is required only if agreed and separately recorded on the Booking Invoice, including who holds it, permitted deductions and return terms. MJ3’s client deposit and MJ3’s host deposit are distinct liabilities.

9.2 Chargeable damage must be attributable to Client or persons for whom Client is contractually responsible and reasonably evidenced, with fair wear and tear, pre-existing issues and included routine cleaning excluded. Claims must be itemised with photographs/condition reports and invoices or reasonable estimates where practicable; no automatic unnotified card debit or arbitrary fines.

9.3 Unless mandatory law or a booking-specific arrangement requires otherwise, MJ3 shall account for undisputed deposit sums within seven working days after the later of lawful checkout/inspection and receipt of reasonably necessary host claim information, subject to a reasonable defined final verification period. Any disputed amounts must be proportionate; further details and the applicable complaint process will be supplied promptly. Mandatory statutory deposit rules override this section.

9.4 Damage liability is not automatically limited to the deposit, but recovery is subject to the contract, applicable law, evidence and mitigation. No double recovery.

10. Allocation of responsibility and liability

10.1 The Client is liable for accommodation charges and other properly agreed sums under its contract with MJ3. Corporate responsibility for occupant conduct, damage and other costs extends only as lawfully agreed with the **actual contracting Client**, not any insurer or relocation provider named without acceptance.

10.2 **Limit on MJ3 liability.** Subject to clause 10.4, MJ3’s aggregate liability to the Client arising from an individual Confirmed Booking, whether in contract, negligence or otherwise, shall not exceed the total accommodation price paid or contractually payable by the Client to MJ3 for the **affected Confirmed Booking period**. For a month-to-month arrangement, an anticipated but unconfirmed future extension does not increase this period or the cap. All claims attributable to the same event or related series of events are aggregated under one cap; they do not create a fresh cap for each cause of action. This is a maximum, not an automatic entitlement.

10.3 Client obligations remain separate. The cap in clause 10.2 limits only MJ3's liability to Client. It does not cap Client's obligation to pay agreed accommodation charges, return or account for deposits, pay properly agreed cancellation charges, or compensate MJ3 for legally recoverable, evidenced damage and other contractual breaches. Any Client indemnity applies only to losses within the Client's agreed responsibility and is subject to applicable law, causation, mitigation and no double recovery. The parties may expressly agree a separate negotiated Client liability cap on a particular booking.

10.4 Exclusions and repayment obligations. Nothing limits or excludes liability for fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any other liability that cannot lawfully be limited. MJ3's obligation to refund payments for accommodation not supplied, where repayment is properly due under this Agreement, is not reduced by clause 10.2. The limitation must satisfy any applicable statutory reasonableness requirement and shall not override mandatory rights, including occupant rights.

10.5 Loss and service failures. Subject to clause 10.4, neither party is liable for remote losses that are not reasonably foreseeable or otherwise legally recoverable. MJ3 shall take reasonable steps to resolve material service failures and may offer a suitable alternative, price adjustment or other legally appropriate remedy. No clause gives MJ3 an unrestricted right to replace the agreed property or avoid responsibility for its own breach.

10.6 No arbitrary charges. Client shall not be charged unquantified penalties for smoking, pets, lost keys, extra cleaning, nuisance, callouts or utility usage. Such charges must be expressly agreed in advance where appropriate and represent reasonable recoverable costs or other legally enforceable sums.

11. Confidentiality, privacy and identification

11.1 MJ3 and Client shall handle personal information under applicable data-protection law, each in its correct role. A separate privacy notice explains personal-data use and retention. Only necessary occupant identification should be collected, through a secure method; do not require copies of identity documents without an identified lawful basis and retention policy.

11.2 Where an occupant must sign property rules or another document, the Client must ensure they are supplied in advance where possible. Any document affecting possession or occupation rights requires additional review before issue.

12. Complaints, notices and disputes

12.1 Client should notify MJ3 of problems promptly by the contact method provided with the booking. MJ3 will investigate reasonably; a late complaint is not automatically invalid.

12.2 Formal notices: A formal contractual notice to MJ3 must be sent to enquiries@mj3properties.com or by prepaid post to 20 Wenlock Road, London, England, N1 7GU. A notice to the Client/Provider must be sent to its designated contractual notice email or postal address recorded during onboarding/booking. An email notice is treated as received when it becomes available in the recipient's designated email system, provided the sender retains transmission evidence and no delivery-failure notification is received; any genuine dispute over delivery must be resolved on evidence. Postal notices are treated as received on actual delivery, as evidenced by tracking or acknowledgement. These contractual receipt rules are subject to any mandatory legal notice or service requirements, which take priority. Times and notice periods are calculated in the time zone of the property's location unless a booking expressly states otherwise; mandatory local notice requirements take precedence. The parties must notify changes of notice details promptly in writing. These procedures do not replace lawful service of court or statutory possession notices.

12.3 English law and courts of England and Wales may be chosen for the commercial dispute between MJ3 and the business Client, without prejudicing mandatory housing, consumer or procedural law applicable elsewhere.

13. General

13.1 Neither the host nor occupants become the Client's substitute contracting party to MJ3 merely by occupying the property. MJ3 sources or procures accommodation as principal, using independent providers where applicable.

13.2 The Client confirms its representative has authority to bind the legal Client. MJ3 may reasonably require evidence of authority for substantial or long-duration commitments.

13.3 A clause found invalid does not automatically invalidate remaining lawful provisions. Any failure to enforce a term on one occasion does not waive it permanently.
