
MJ3 Relocations — Insurance Alternative Accommodation Booking Terms

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Contracting 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 are for business-to-business accommodation bookings by an identified insurer, relocation company, loss adjuster firm or other organisation purchasing temporary alternative accommodation for displaced households. They do not automatically bind a policyholder, occupant, unrelated insurer or other non-signatory. Where a private individual books in a personal capacity, a separately reviewed consumer contract is required. Accommodation and occupant rights under local housing law remain unaffected.

1. Parties, instructions and contracting authority

1.1 **Client** means the **legal organisation expressly named on the Booking Invoice as the contracting customer** and whose authorised representative accepts these Terms. **Instructing Party** means the organisation communicating the requirement. The Instructing Party is liable only if it is also the accepting Client or expressly assumes identified obligations by an effective written undertaking.

1.2 **Occupants** means the individuals approved for the Property in the invoice/confirmation. They do not become parties to these Terms solely because they are named or occupy the Property. Separate house rules, licences, tenancies or other documents require disclosure and review where relevant.

1.3 The Client warrants that its representative is authorised to contract and shall provide an accurate contact for booking decisions, billing, urgent incidents and extensions. If payment is intended to be guaranteed by a third party, a separately accepted written guarantee or appropriately scoped Letter of Undertaking is required; copying an insurer on an email does not make it liable.

1.4 **Booking Invoice** means MJ3's uniquely numbered invoice setting out the booking particulars and accepted variations. It also serves as the booking's commercial summary; **no separate Booking Confirmation Schedule is required. Booking Confirmation** means a subsequent written MJ3 email/message expressly confirming host acceptance and that the property is secured under that invoice number.

1.5 The applicable Terms and any significant booking-specific exceptions must be supplied in a durable form **before** Client acceptance/payment. Acceptance by authorised reply email, signature, electronic confirmation or other auditable method is required. A payment or invoice generated after a contract has been made does not unilaterally impose unseen terms.

1.6 Priority: mandatory law; any expressly agreed signed/confirmed variation; accepted Booking Invoice particulars; these Terms. Any later change requires written agreement and cannot be imposed unilaterally by reissuing an invoice.

2. Booking details carried by invoice

2.1 Each invoice must include the statutory/commercial invoice information and also identify: legal Client and billing address; claim or purchase order reference as available; property address or secure reference; location; insured/displaced household occupancy number and any material needs; check-in/out dates and times; initial legally committed period (not merely an estimated reinstatement period); price and invoicing period; booking reservation deposit credited to the price; refundable damage deposit if any and proposed holder; specifically agreed cleaning/pet/accessibility charges; payment due date; cancellation variations; any corporate credit, guarantee or Letter of Undertaking; and Terms version.

2.2 Property details, accessibility, parking, pets, schools, permitted occupancy and equipment must be agreed accurately and are not blanket guarantees applicable to every property. Sensitive household information should be shared only where necessary.

2.3 The invoice must visibly distinguish **PROVISIONAL / PAYMENT REQUEST** from a formally **CONFIRMED** booking. MJ3 sends a brief written confirmation referencing the invoice once the host booking is formally secured.

3. Provisional holds and booking formation

3.1 MJ3 may ask a host to reserve dates on a free, non-binding-to-MJ3 provisional hold with an agreed expiry. That arrangement does not itself guarantee a booking to Client.

3.2 Client's payment or approval authorises MJ3 to seek final host confirmation. Unless agreed otherwise in writing, MJ3's binding commitment to supply the identified accommodation arises only once it issues the Booking Confirmation following host acceptance and satisfaction of any explicitly agreed deposit condition.

3.3 If the host does not confirm, MJ3 shall promptly advise Client and refund conditional booking payments for accommodation never confirmed; any alternative accommodation must be appropriately described and accepted by Client. Remedies for MJ3's own breach and mandatory law remain available.

4. Charges, advance payment and credit

4.1 **Default: cleared funds before check-in.** The Booking Invoice states the payment deadline. If Client initially pays only a reservation deposit, the balance ordinarily clears by noon two working days before arrival unless another deadline is expressly agreed.

4.2 **No automatic credit accounts.** An approved corporate account is an exception granted to a named legal Client in writing, specifying credit limit, covered bookings, agreed payment period, invoicing authority, security/guarantee (if applicable) and suspension rights. The previous blanket 14-day insurance-agency credit rule is **not incorporated**. Any 14-day term applies only if individually approved in writing.

4.3 A reservation deposit is a part-payment of the accommodation price, distinct from any refundable damage/security deposit. Any applicable VAT is charged only as legally appropriate and shown accurately.

4.4 Where payment is overdue, MJ3 may issue a **Final Payment Notice** showing invoice number, sum, final deadline and consequence. Normally the final deadline is noon the working day before arrival; genuinely urgent bookings may have an agreed reasonable shorter deadline. Continued default permits MJ3 to cancel by express written notice, not automatic cancellation. Section 5 governs cancellation charges and refunds.

4.5 For any approved credit Client, outstanding undisputed invoiced sums are payable by the expressly agreed deadline; eligible late commercial payments may attract interest/recovery remedies allowed by applicable law and the agreed effective interest provision. Any statutory interest or recovery rights apply only where lawfully available and not displaced by a valid, effective contractual late-payment remedy.

5. Cancellation before arrival and no-shows

5.1 For cancellation by the corporate Client **before scheduled check-in**, the standard charge comprises the agreed reservation deposit and any additional reasonable, evidenced net losses directly caused by cancellation, including unavoidable Provider obligations, non-recoverable booking costs and lost net resale margin. The **total** charge, inclusive of the reservation deposit, shall not exceed the Client accommodation price for **14 nights**, or the unexpired initial confirmed period if shorter. This ceiling is not an automatic fee. Any exception must be disclosed and agreed in writing before booking confirmation, including any approved credit arrangement or unusually restrictive Provider term.

5.2 The reservation deposit and all other advance payments count towards the aggregate charge, not in addition to it. MJ3 shall take reasonable steps to reduce avoidable loss, account for saved costs and net replacement-booking receipts, prevent double recovery, and explain additional evidenced loss on reasonable request. No charge arises when a free, unconfirmed provisional hold expires. Any excess payment shall be returned within 14 calendar days after determination, or sooner where applicable law requires. Charges remain subject to legality and proportionality. 5.3 No charge arises merely from expiry of an unconfirmed free provisional hold. Where no permitted occupant arrives by scheduled check-in despite agreed accommodation being available, the event is a **no-show**, not an automatic cancellation or refund right. MJ3 shall seek instructions from the designated corporate Client contact. If the Client gives written cancellation notice **after scheduled check-in**, the accommodation charges for the ensuing **14 calendar days from valid receipt** of that notice (or the shorter unexpired confirmed period) remain due. Before receipt of written cancellation, the confirmed period continues and agreed charges accrue, but no unconfirmed estimated future period becomes binding. Advance payments, applicable saved costs and net replacement booking receipts shall be credited to prevent double recovery. For overdue payments, clause 4.4 applies, but any cancellation must be express, with the proper charges calculated under the time-specific provisions and applicable law. This clause does not apply when MJ3 failed materially to make the agreed accommodation available.

5.4 If MJ3 fails materially to supply agreed accommodation, the Client retains contractual/statutory remedies and standard Client-cancellation charges do not apply where cancellation is legally justified by MJ3's breach.

6. Extensions, termination and reinstatement changes

6.1 The stated initial booking period is binding as expressly confirmed. **An estimated 6-12+ month insurance requirement is not itself a fixed booking commitment** unless the invoice clearly says so. For a monthly/rolling placement, the paid/confirmed periods and extension mechanism must be recorded accurately.

6.2 MJ3 normally invoices the next extension approximately 14 days before its proposed start and requires cleared payment before the extension begins. An invoice alone does not confirm an extension; availability, host agreement and MJ3's written confirmation are required. **No unconditional right of first refusal, automatic seven-day renewal, or promise to move other existing bookings is granted.**

6.3 Once checked in, the usual early-departure arrangement is 14 days' written notice, with accommodation charges payable for the proper notice period unless expressly varied on the invoice, subject to legal exceptions and agreed cancellation relief.

6.4 Where reinstatement works are delayed, Client shall notify MJ3 as early as possible. MJ3 will seek practicable options but cannot guarantee the same property, dates or rent unless expressly confirmed. The Client remains responsible for liabilities under each accepted booking/extension.

6.5 Failure to pay for a *proposed* extension does not retrospectively cancel the existing confirmed stay. Any continuing occupation or requirement to recover possession must be addressed lawfully, respecting occupant rights.

7. Household requirements, property standards and relocation

7.1 Client must disclose material known requirements needed to source suitable accommodation (including household size, accessibility, pet requirements, reasonably relevant location constraints and other essential features), subject to lawful handling of personal information.

7.2 MJ3 shall procure accommodation materially conforming with the accepted booking description, using independently supplied properties where appropriate. The host and MJ3 must be informed promptly of safety or material service issues. MJ3 will reasonably investigate and seek appropriate remedy, accepted replacement accommodation or lawful relief. It does not guarantee every host facility, uninterrupted connectivity or a particular alternative property.

7.3 A materially different replacement must be put to Client for agreement or otherwise handled in accordance with applicable remedies. **No blanket unilateral relocation power** is agreed, and occupants' legal occupation rights must be respected.

7.4 The Client is responsible for confirming insurance cover and claim authorisations within its remit. **MJ3 does not decide whether an insured event is covered or whether an insurer will reimburse Client.** Lack of reimbursement is not a defence to a Client payment obligation unless expressly agreed.

8. Occupants, access and occupation-law safeguards

8.1 Occupants shall observe lawful, disclosed house rules and limits on occupancy. Reasonable direct host communication about access, property incidents or emergencies is permitted; commercial booking amendments and payment negotiations go through MJ3.

8.2 An insured household's temporary intention or retention of its damaged residence **does not conclusively prevent** the replacement property from becoming an only/principal home. The actual rights, occupation pattern, jurisdiction and documents govern. The former addendum's blanket no-principal-home and no-tenancy declarations are not incorporated.

8.3 Any proposed occupant-signed house rules, licence, tenancy or access document must be disclosed before check-in for MJ3's review where relevant. No document may lawfully waive mandatory housing/possession protections; legal classification review is required for higher-risk long residential placements.

8.4 Access, inspections and maintenance shall be conducted lawfully, with appropriate notice/consent and emergency exceptions. There is no blanket mandatory monthly inspection or unrestricted entry right.

8.5 None of these Terms authorises self-help eviction, lock changes, removal of possessions or disconnection of utilities contrary to law. MJ3, the Client and the host shall cooperate in lawful possession processes where needed, with responsibility for loss allocated according to actual breach, causation and applicable law.

9. Pets, housekeeping, utilities and additional costs

9.1 Pets are subject to the particular property's written approval and disclosed conditions. Additional pet cleaning, exit cleaning or extra housekeeping costs apply only where agreed in advance or recoverable as evidenced loss. The prior mandatory £150 pet charge and universal exit deep-clean requirement do not apply automatically.

9.2 Cleaning frequency, linen, accessibility arrangements, parking, check-in procedures and utilities allowances are property-specific and shall appear in the invoice/accepted correspondence. Reasonable extra usage may be recoverable only under a clearly agreed measurable allowance/cost provision; no undisclosed percentage-based charge.

10. Security deposits and Letters of Undertaking

10.1 Any refundable damage/security deposit is agreed per booking, with amount, holder, permitted deductions, evidence rules and refund timing shown on the invoice or accepted written booking correspondence. MJ3's Client deposit and its separate host deposit are not legally identical even if amounts match.

10.2 A Letter of Undertaking (LoU) may be accepted **only after MJ3 approves it in writing**. It must identify the legally bound issuer, authorised signatory, invoice/claim reference, covered obligations (for example damage only versus accommodation charges), maximum amount where any, claim procedure, deadline and expiry. A damage LoU does not automatically guarantee rent or cancellation fees.

10.3 Claims for physical damage require reasonable evidence (check-in/out condition, dated photographs where available, invoices/estimates) and exclude pre-existing damage, fair wear and tear and included routine cleaning. No unsupported fixed fines or unnotified card debits. Undisputed security balances ordinarily return within seven working days following lawful checkout/inspection and receipt of necessary claim information, subject to a clearly bounded verification process and overriding mandatory deposit law.

10.4 Statutory deposit regimes apply if the underlying legal arrangement triggers them, irrespective of the parties' preferred label. The relevant legally responsible party must comply with protection, notification and repayment requirements.

11. Claims, responsibility and liability

11.1 The accepting legal Client is liable for agreed charges and legally recoverable losses caused by its contractual breach or actions of occupants for whom it properly assumes contractual responsibility. The Client is **not automatically guaranteeing every occupant act or external claim** merely because it is called an instructing party.

11.2 If the Client wants a separate policyholder undertaking or terms signed by occupants, the form and legal effect must be reviewed. The Client shall use reasonable efforts to obtain occupant cooperation with lawful house rules, check-out, and claims investigation.

11.3 **Limit on MJ3 liability.** Subject to clause 11.5, MJ3's aggregate liability to the legally contracting Client arising from an affected Confirmed Booking shall not exceed the total accommodation price paid or contractually payable by that Client for its **affected Confirmed Booking period**. The cap aggregates claims from the same event or related series and does not automatically include estimated future phases or unconfirmed extensions. It is a maximum, not agreed damages.

11.4 Client responsibilities. The cap in clause 11.3 applies only to claims against MJ3; it does not cap agreed accommodation charges, lawful cancellation charges, or evidenced and legally recoverable losses arising from Client breaches or the acts of persons for whom Client expressly accepts responsibility. An Instructing Party is bound only where it is itself the actual contracting Client or has separately undertaken liability in enforceable written terms; no insurer or agency guarantees another party by its mere involvement.

11.5 Exceptions, refunds and rights. Neither party excludes or restricts fraud, fraudulent misrepresentation, death or personal injury caused by negligence, or any liability that cannot lawfully be restricted. Any repayment properly due for accommodation not supplied is outside MJ3's cap. The cap does not override mandatory occupation/consumer rights or applicable statutory reasonableness controls. Material accommodation failures require reasonable remedial action, not unilateral substitution without regard to occupants' needs.

11.6 Other losses and proof. Losses and damage claims remain subject to causation, foreseeability, reasonable mitigation, supporting evidence and no double recovery. Any separately negotiated limitation for a particular approved insurance/relocation account must be expressly agreed before confirmation; it is not inferred from a Letter of Undertaking. Fixed incidental charges require advance agreement and legal justification.

12. Personal data, incidents and complaints

12.1 MJ3 and the Client shall comply with applicable UK data-protection law in their respective roles, use secure communication and limit household health, claims, identity and other personal information to necessary purposes. Applicable privacy notices and data-sharing arrangements shall be provided; details of any independent controllers or processors are to be assessed rather than assumed.

12.2 Client shall notify MJ3 promptly of material occupant concerns and safety incidents. MJ3 will investigate reported accommodation defects reasonably and cooperate with the provider. A failure to report within an arbitrary 24-hour limit does not automatically extinguish a legitimate claim.

13. Notices, governing law and general

13.1 **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. A booking contact and an accounts-payable contact may differ.

13.2 The commercial contract is governed by the law of England and Wales and disputes may be subject to the courts of England and Wales, so far as legally permissible. Mandatory rights at the property location and any applicable consumer/occupation law remain unaffected.

13.3 This Agreement does not appoint MJ3 as a claims adjuster, insurer or authorised decision-maker on insurance coverage. No agency authority, third-party guarantee or credit account arises by implication.

13.4 If one term is invalid, the remaining terms continue so far as permitted. Amendments require written agreement; waiver on one occasion is not a general waiver.
