ALBERTO PEREZ CEDILLO
SPANISH LAWYERS & SOLICITORS
LIMITED

Londonist DMC
5 Great James St
London
WC1N 3DB
United Kingdom

14th October 2025

Dear Sirs,

Irati Gandara: Claim for Refund of Overpayment of 13,292.13 GBP.

We have been instructed by Ms Irati Gandara (hereinafter "our client") of Spain, email: gandarairati@gmail.com, to obtain payment of the above sum from Londonist DMC.

This letter is being sent to Londonist DMC in accordance with the Pre-action Protocol for Debt Claims (the Debt Protocol) contained in the Civil Procedure Rules (CPR). In particular, we refer you to paragraph 7 of the Protocol, and paragraphs 13 to 16 of the Practice Direction on Pre-action Conduct and Protocols regarding the court's powers to impose sanctions for failing to comply with the provisions of the Debt Protocol.

Circumstances Resulting in the Debt becoming payable

On 17th December 2024, our client entered into a contractual agreement with Londonist DMC (Contract No. 25482, Invoice No. 33461) for accommodation in a Bronze Ensuite Penthouse at King's Cross Residence, London, for the period 5 January 2025 to 26 July 2025 (see Annex 1: Accommodation Contract and Annex 2: Payment history throughout the contractual period and corresponding payment receipts)

Under the contract, our client was required to make the following payments:

Deposit: 250.00 GBP – 17 December 2024

1st instalment: 2,935.72 GBP – due 23 December 2024

2nd instalment: 2,935.72 GBP – due 12 January 2025

3rd instalment: 2,935.72 GBP – due 12 February 2025

4th instalment: 2,935.72 GBP – due 12 March 2025

MADRID MARBELLA
Authorised and regulated by the Solicitors Regulation Authority
SRA Number 644669

5th instalment: 2,935.72 GBP – due 12 April 2025

On the 16th April 2025, Ms Mina Yavari, a representative of Londonist DMC, contacted our client alleging that a payment was overdue. The following day, our client confirmed that she had already paid and provided proof of payment. After reviewing the records, Ms Yavari acknowledged that the payment made on 14th April 2025 had been applied to the fourth instalment (due 12th March 2025), which had been outstanding for 30 days. Ms Yavari then confirmed that the fifth and final instalment of 2,935.72 GBP, due on 12th April 2025, remained outstanding. (Annex 4: WhatsApp conversation with Ms Mina Yavari)

On the 24th April 2025, our client made payment for this fifth and final instalment. However, due to an honest banking error, she inadvertently transferred 16,239.85 GBP instead of 2,935.72 GBP (see Annex 3: Payment Receipt).

Later that same day, upon realising the mistake, our client immediately contacted Ms Mina Yavari via WhatsApp to report the overpayment and request an urgent refund of the excess amount. At 15:52 hours, Ms Yavari acknowledged the mistake, stating: *"Hello Irati, I didn't check it correctly! you're right."* (Annex 4: WhatsApp conversation with Ms Mina Yavari)

She confirmed awareness of the overpayment, apologised for the oversight, and assured our client that the refund would be arranged promptly. Ms Yavari requested our client's bank details — which were provided immediately — and further stated that she would *"handle it"* and *"update [our client] as soon as possible."* (Annex 4: WhatsApp conversation with Ms Mina Yavari)

A few minutes later, Ms Yavari reviewed the figures and explicitly recognised the overpayment, noting: *"you needed to pay 2,935.72 GBP + 12 £ which would be 2,947.72" and "it's not even 9 k!"* The correct overpayment was therefore 16,239.85 GBP – 2,947.72 GBP = 13,292.13 GBP.

Despite Ms Yavari's clear acknowledgment of the overpayment and her repeated assurances that the refund would be arranged promptly, no refund was received. Instead, our client was repeatedly promised updates that never materialised:

On the 28th April 2025, our client followed up with Ms Yavari asking whether there was any progress on the refund. Ms Yavari replied that she would update her by noon. Later that day, she explained that *"The payment is under the process. It takes a little bit longer as it takes time to proceed with some internal procedures."* (Annex 4: WhatsApp conversation with Ms Mina Yavari)

On the 29th April 2025, Ms Yavari continued to reassure our client that the refund was being processed and informed her that she had referred the matter to her colleague in the Finance Department, Mr Vlad Huminiuc, providing his contact details and asking the client to liaise with him directly. She further reassured our client, stating: *"Just saying, money WILL and FOR SURE be refunded to your account, cause we can not keep it in our accounts. We are not allow to! So don't worry about it at all."* and added: *"It shows so much differences in our reconciliations... even 1 £! So don't worry at all, you have my words."* (Annex 4: WhatsApp conversation with Ms Mina Yavari)

Now in communication with Mr Huminiuc, and after our client repeatedly insisted on receiving formal written confirmation, he sent an email on 1 May 2025, formally acknowledging the overpayment and confirming that the refund would be processed. His message stated:

"As requested, I am writing to confirm that your refund for overpayment on invoice 33461 will be refunded in accordance with the timings in the TCs."

It is noted that the Terms and Conditions ("TCs") referred to in Mr Huminiuc's email are those incorporated by reference in the Licence Agreement No. 25482 (see Annex 1: Licence Agreement contract). A review of the TCs confirms that they contain no provision governing the timing or process for refunding overpayments. The only reference to refund timings relates exclusively to security deposit refunds following the end of the tenancy (within 4–6 weeks after check-out), which is entirely unrelated to the present matter. Accordingly, the reference to "timings in the TCs" provides no contractual or legal basis for delaying repayment of the 13,292.13 GBP overpaid by our client.

In the same email, he confirmed that the total amount to be refunded was 13,292.13 GBP (see Annex 5: Email from Mr Vlad Huminiuc dated 1 May 2025). Despite this clear written acknowledgment, no refund followed.

On the 8th May 2025, after several follow-ups, Mr Huminiuc informed our client that he had asked for authorisation for the refund and that the request was still pending. When pressed, he clarified that the request had been made on 29th April, nine days earlier. (Annex 6: WhatsApp conversation with Mr Vlad Huminiuc)

On the 6th June 2025, Mr Huminiuc told our client that he had spoken to both the manager and the director and was *"pretty sure it would be refunded anytime next week."* (Annex 6: WhatsApp conversation with Mr Vlad Huminiuc)

On the 23rd June 2025, Mr Huminiuc informed our client that he was "*requesting [her] refund this morning*" and stated: "*I will try to get you refunded asap, before the end of the week.*" (Annex 6: WhatsApp conversation with Mr Vlad Huminiuc)

On the 3rd July 2025, he advised that no refunds would be issued that week because his manager was away until Friday, but that refunds would resume the following week. (Annex 6: WhatsApp conversation with Mr Vlad Huminiuc)

On the 7th July 2025 after nearly three months of repeated promises and no action, our client sent a final written request to Mr Vlad Huminiuc, stating:

> *"Hello Vlad,*
> *I am writing to request an immediate update and resolution regarding the outstanding refund of the amount overpaid, which was overpaid nearly three months ago.*
> *Despite repeated assurances from you and others that the funds would be returned promptly, no refund has been issued. The ongoing delays and lack of transparency are unacceptable and have caused significant concern.*
> *This is a final request for immediate action. If I do not receive confirmation by Wednesday, 9 July 2025 that the refund is being processed, I will begin pursuing legal action to recover the funds. This includes contacting relevant UK financial authorities and consumer protection*

agencies.
Given the duration of this issue and the absence of meaningful progress, I can no longer assume good faith unless this is resolved without further delay.
I remain open to resolving this amicably, but I require concrete action now.
My IBAN is: ....."

At 10:53 hours, Mr Huminiuc responded to apologise for the situation and informed our client that he had forwarded the matter to his manager for action. (Annex 6: WhatsApp conversation with Mr Vlad Huminiuc)

As of the date of this letter, more than five and a half months after the overpayment was made and despite our client's numerous requests for the return of her money, our client has not received the refund despite repeated assurances from your staff.

All of these communications, contained in Annex 4 (WhatsApp conversation with Ms Mina Yavari), Annex 5 (Email from Mr Vlad Huminiuc dated 1 May 2025 acknowledging the overpayment and confirming the refund) and Annex 6 (WhatsApp conversation with Mr Vlad Huminiuc), demonstrate a consistent pattern of delays, unfulfilled promises, and lack of concrete action by Londonist DMC. Despite our client's numerous, courteous, and reasonable follow-ups, the company has failed to return 13,292.13 GBP, overpaid by mistake and explicitly acknowledged as such by its own staff since 24th April 2025.

Calculation of the debt

Our client paid a total of 16,239.85 GBP on 24th April 2025. The amount due under the contract at that time was 2,935.72 GBP plus an additional 12 GDP

Amount overpaid: 16,239.85 GBP - 2,947.72 GBP = 13,292.13 GBP

This sum of 13,292.13 GBP has been wrongfully retained by Londonist DMC since 24th April 2025.

The debt is payable immediately and does not include legal costs.

In support of the above-mentioned facts, please find attached:

Annex 1: Accommodation Contract (Licence Agreement) dated 17 December 2024 (Contract No. 25482, Invoice No. 33461)

Annex 2: Payment history throughout the contractual period and corresponding payment receipts

Annex 3: Payment receipt showing transfer of 16,239.85 GBP

Annex 4: WhatsApp conversation with Ms Mina Yavari from 16 April 2025 to 13 June 2025

Annex 5: Email from Mr Vlad Huminiuc dated 1 May 2025 acknowledging overpayment and confirming refund

Annex 6: WhatsApp conversation with Mr Vlad Huminiuc from 29th April 2025 to 7 July 2025

This is not purported to be an exhaustive list of documents relevant to the Debt. Please also provide any other documentation that you consider to be relevant, in accordance with paragraph 4.1 of the Debt Protocol and confirm that you will take proper and appropriate steps to ensure no relevant documents, including electronic documents, that are in your control, are altered, lost, destroyed or disposed of pursuant to paragraph 7 of CPR Practice Direction 31B.

Legal basis for the claim

The retention of this overpayment constitutes unjust enrichment. Londonist DMC has been enriched at our client's expense in circumstances where there is no legal basis for retaining the funds. The overpayment was made by mistake, was immediately notified to your organization, and was acknowledged by your staff as requiring refund.

Furthermore, the repeated assurances given by your staff members, Ms Yavari and Mr Huminiuc, created a legitimate expectation that the refund would be processed promptly. The failure to honor these commitments over a period of more than five months, despite our client's good faith and repeated requests, demonstrates a breach of the duty of good faith in contractual dealings.

Payment of the debt

The Debt must be paid in full. You may contact us at cedillo@apcedillo.com to discuss possible repayment options.

The next steps

You should respond to this letter within 14 days of the date of this letter.

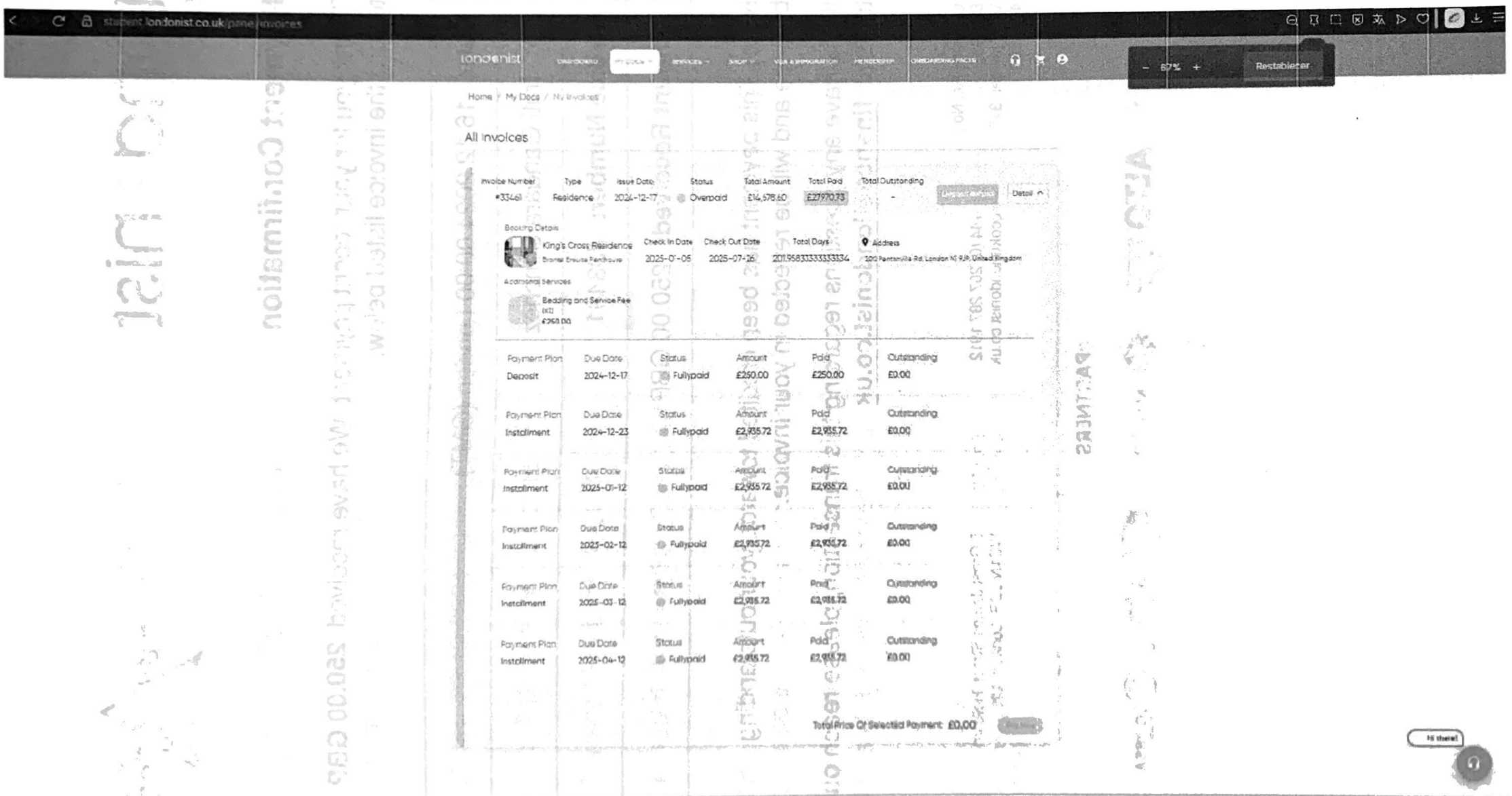
If you do not respond to this letter within the prescribed timeframe, our client reserves all its rights, including the right to commence proceedings (without prior notification should that prove to be necessary and appropriate) to obtain a court judgment requiring you to pay the Debt plus interest and costs that are continuing to accrue.

Ignoring this letter may lead to our client starting proceedings against you and may increase your liability for costs.

Yours faithfully,

Alberto Pérez Cedillo Spanish Lawyers & Solicitors

— Anex 2


student.londonist.co.uk/pane/invoices
londonist
Restablecer
Home / My Docs / My Invoices
All Invoices
Invoice Number
Type
Issue Date
Status
Total Amount
Total Paid
Total Outstanding
#3346
Residence
2024-12-17
Overpaid
£14,578.60
£27970.73
-
Detail
Booking Details
King's Cross Residence
Bronze Ensuite Penthouse
Check In Date
Check Out Date
Total Days
Address
2025-01-05
2025-07-26
201.55833333333334
Additional Services
Bedding and Service Fee
(x1)
£250.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Deposit
2024-12-17
Fullypaid
£250.00
£250.00
£0.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Instalment
2024-12-23
Fullypaid
£2,935.72
£2,935.72
£0.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Instalment
2025-01-12
Fullypaid
£2,935.72
£2,935.72
£0.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Instalment
2025-02-12
Fullypaid
£2,935.72
£2,935.72
£0.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Instalment
2025-03-12
Fullypaid
£2,935.72
£2,935.72
£0.00
Payment Plan
Due Date
Status
Amount
Paid
Outstanding
Instalment
2025-04-12
Fullypaid
£2,935.72
£2,935.72
£0.00
Total Price Of Selected Payment: £0.00

londonist
DMC

Payment Confirmation

Thank you for your recent payment. We have received **250.00 GBP** toward the invoice listed below.

Date: 16.12.2024 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 250.00 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

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DMC

Payment Confirmation

Thank you for your recent payment. We have received **2935.72 GBP** toward the invoice listed below.

Date: 23.12.2024 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 2935.72 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.:
8392989
VAT Number: 345
4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

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DMC

Payment Confirmation

Thank you for your recent payment. We have received **2935.72 GBP** toward the invoice listed below.

Date: 12.01.2025 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 2935.72 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

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Payment Confirmation

Thank you for your recent payment. We have received **2929.72 GBP** toward the invoice listed below.

Date: 12.02.2025 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 2929.72 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

londonist
DMC

Payment Confirmation

Thank you for your recent payment. We have received **2929.72 GBP** toward the invoice listed below.

Date:	14.04.2025 00:00 London (GMT)
To:	Irati Gandara Sanchez
Invoice Number:	#33461
Amount Received:	2929.72 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

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DMC

Payment Confirmation

Thank you for your recent payment. We have received **16239.85 GBP** toward the invoice listed below.

Date: 25.04.2025 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 16239.85 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

Annex 1

17.12.2024 14:42 London (GMT)

Licensee:	Irati Gandara Sanchez
Home Address: **Contact Details:**	Asteasuain 34663589446 gandarairati@gmail.com
Financier contact name **Financier Phone Number** **Financier Email** **Financier Address** **Relationship to Student**	Reyes Sanchez +34 680 973 534 Reyesmed@hotmail.es mother
Property: **Room Type** **Room Number** **Room Description** **Property Address**	King's Cross Residence Bronze Ensuite Penthouse Bronze En Suite rooms are approximately **16 SQM** in size. These student rooms come with a single bed, en suite bathroom, study area and storage space. The rooms include a **single bed**, a desk, a chair, a wardrobe, a drawer unit and a pinboard. The en suite bathrooms contain a shower, toilet and sink. Penthouse level rooms are on **floors 13 - 16**. 200 Pentonville Rd, London N1 9JP, United Kingdom
Invoice Number **Licence Fee** *(payable on the Licence Fee Payment Dates below)*	33461 14678.60

Deposit Payment *(to be paid within 48 hours of this agreement to secure your price, in accordance with clause 3.1.b)*	£250.00
Licence Fee Payment Dates *(first instalment to be paid within 7 days of accepting the quote, in accordance with clause 3.1(d))*	2024-12-17: 250.00 2024-12-23: 4892.87 2025-01-12: 4892.87 2025-02-12: 4892.86
Bedding and Service Fee *(payable in accordance with clause 3.1(i))* **Additional Service Fees (specify)** *(payable in accordance with clause 3.1(i))*	£250.00 including VAT.
Start Date:	2025-01-05
End Date:	2025-07-26

This Licence Agreement ('Agreement', 'Contract' or 'Licence') between Londonist DMC Ltd('Licensor') and the Student ('Licensee') whose particulars are set out above the Student is made up of the following:

?This Licence Agreement between the Student and Londonist DMC Limited

?Any written offer sent to the Student by Londonist setting out the specific details of the accommodation to the student.

This Agreement is dated 2024-12-17 The parties to this agreement are the Licensor and the Licensee.

Agreed terms.

1. Interpretation

The following definitions and rules of interpretation apply in this licence.

1.1 Definitions:

Academic Year: a year deemed to be starting from 31st of August of the year immediately preceding the Start Date and ending on 31st of August of the following year.

Bedding and Service Fee: a fee for the bedding pack and bathroom pack and customer services during stay.

Booking Process: a process to be followed to make a valid booking, thereby granting a Licence, as further detailed in Clause 3 of this Agreement.

Confirmation of Enrolment Letter: a letter which confirms the Room has been secured and reserved for the Licensee. A licence to occupy is only granted upon Confirmation of Enrolment Letter has been sent by Licensor after the Licensee complies with the Booking Process (Clause 3) including the clause 2.1. on time.

Common Parts: means the areas in the Property provided by the Owner for the benefit of all tenants such as but not limited to the shared kitchen, living room, bathroom (if so indicated in the Property description on page 1); and also such roads, paths, entrance halls, corridors, lifts, staircases, landing and other means of access in or upon the Property the use of which is necessary for obtaining access to and egress from the Property as designated from time to time by the Licensor.

Competent Authority: any statutory undertaker or any statutory public local or other authority or regulatory body or any court of law or government department or any of them or any of their duly authorised officers.

Decision Making Period: the period of 7 days, upon the accepting of the quote and/or signing this agreement, whereby the Deposit has been paid to hold the price and the Licensee must pay the first instalment within this period to secure the Room.

Deposit: payment of £250 as defined above to freeze the price of the Room as holding deposit which is non-refundable if the Licensee fails to complete the Booking Process on time. Upon the receipt of Confirmation of Enrolment Letter, the Deposit is converted to a security deposit automatically to reserve and protect the Property, which will be refunded to the account that paid the deposit within 4-6 weeks after completing the Deposit Refund Form at the end of the Licence Period unless otherwise stated in this agreement.

End Date: a date when the Licence to occupy the Room is ended, with the specific date provided at the beginning of this Agreement.

Financier: a person who makes the payments on behalf of Licensee or who fund the Licensee's accommodation and/or educational expenses.

Licence Agreement: means the licence agreement constituted by this Agreement terms and Londonist's Terms & Conditions.

Licence Period: the period from and including 4:00 pm on the Start Date until 10:00 am on the End Date on which this licence is determined in accordance with clause 7.

Licence Fee: a fee for accommodation, as specified at the beginning of this Agreement.

Licence Fee Payment Dates: the dates on which the full amount or specific portions of the Licence become payable, as specified at the beginning of this Agreement.

Licence to Occupy: Licensee's right to occupy the Room upon the receipt of Confirmation of Enrolment Letter in accordance with Clause 2 and 3.

Licensee: a person granted the Licence to occupy the Room during the Licence Period, who must be a full-time student enrolled in one of the universities or accredited educational institutions recognized by and in the United Kingdom ("the UK"). The specific name of the Licence is as provided at the beginning of this Agreement.

Licensor: means Londonist DMC Limited incorporated and registered in England and Wales with company number 08392889 and with VAT number 34541128 and registered office at 5 Great James Street, London WC1N 3DB.

Necessary Consents: means all the planning permissions and all other consents, licences, permissions, certificates, authorisations and approvals whether of a public or private nature which shall be required by any Competent Authority for the Permitted Use.

Owner: refers to any principal management entity or individual possessing legal rights to let and/ormanage the Property, and from whom Londonist has been licensed, leased, or granted similar legal rights concerning the Room or the Property.

Permitted Use: means the Room may only be used for residential purposes and not any profession, trade, business or other use other than private residential.

Property: refers to the entire building, encompassing the Room, any common areas, and other relevant parts, whose name and address details are specified at the beginning of this LicenceAgreement.

Room: refers to the individual unit designated for occupation by the Licensee, representing the primary subject of this Licence Agreement within the Property as outlined at the outset, and encompasses all of its contents.

Room Change Fee: a fee for a Licensee to upgrade their booking or change their Room.

Start Date: a date when the Licence to occupy the Room is started, with the specific date provided at the beginning. If the Licensee has more than one Licence Period or Licence Agreements in the Academic Year, the Start Date will be deemed to be the date of the initial booking. For the avoidance of doubt, any cancellation or termination request will be assessed and responded by taking the initial Start Date as base.

Terms and Conditions (T&C's): the policies and terms that must be abided by the Licensee and Licensor during the term of the Licence Period which may be found at *https://londonist.co.uk/terms-and-conditions*

VAT: value added tax chargeable under the Value Added Tax Act 1994 and any similar replacement tax and any similar additional tax.

1.2 Clause, Schedule and paragraph headings shall not affect the interpretation of this licence.

1.3 A **person** includes a natural person, corporate or unincorporated body (whether or not having separate legal personality).

1.4 The Schedule forms part of this licence and shall have effect as if set out in full in the body of this licence. Any reference to this licence includes the Schedule.

Unless the context otherwise requires, words in the singular shall include the plural and, in the plural,shall include the singular.

1.6 Unless the context otherwise requires, a reference to one gender shall include a reference to the other genders.

1.7 A reference to laws in general is a reference to all local, national, and directly applicable supra-national laws as amended, extended or re-enacted from time to time and shall include all subordinate laws made from time to time under them and all orders, notices, codes of practice and guidance made under them.

1.8 Unless otherwise specified, a reference to a statute or statutory provision is a reference to it as amended, extended or re-enacted from time to time and shall include all subordinate legislation made from time to time under that statute or statutory provision and all orders, notices, codes of practice and guidance made under it.

1.9 A reference to **writing** or **written** includes fax and e-mail.

1.10 Any obligation on a party not to do something includes an obligation not to allow that thing to be done and an obligation to use best endeavours to prevent that thing being done by another person.

1.11 References to clauses and Schedules are to the clauses and Schedules of this licence and references to paragraphs are to paragraphs of the relevant Schedule.

1.12 Any words following the terms **including**, **include**, **in particular**, **for example** or any similar expression shall be construed as illustrative and shall not limit the sense of the words, description, definition, phrase or term preceding those terms.

1.13 A **working day** is any day which is not a Saturday, a Sunday, a bank holiday, or a public holiday in England.

2. Licence to Occupy and Licensor's Obligations

2.1 Subject to clause 4 and clause 7, the Licensor permits the Licensee to occupy the Property for the Permitted Use for the Licence Period in common with the Licensor and all others authorised by the Licensor (so far as is not inconsistent with the rights given to the Licensee to use the Roomfor the Permitted Use) together with the rights mentioned in this Agreement. A licence to occupy will only be granted to the Licensee as a tenancy upon receipt of the Confirmation of EnrolmentLetter after the Licensee's paying the Deposit, the Bedding and Service Fee and first instalment of Licence Fee within the Decision-Making Period and this Agreement electronically signed by the Licensee.

2.2 The Licensee acknowledges that:

(a) the Licensee shall occupy the Property as a licensee and that no relationship of landlord and tenant is created between the Licensor and the Licensee by this licence.

(b) the sole purpose of this Licence is to provide residential accommodation to the Licenseewhilst they undertake a full or part time course of study at an academic institution recognised by and in the UK. If, however student status changes after the check-in date, all Licence Fee and other services amount shall become payable regardless of whether student stops studying.

2.3 The Licensor reserves for themselves and all parties authorised by them the following rights over the Property:

(a) the Licensor retains control, possession and management of the Property and the Licensee has no right to exclude the Licensor from the Property;

(b) the Licence to Occupy granted by this Agreement is personal to the Licensee and is not assigna. and the rights given in clause 2 may only be exercised by the Licensor and its employees; and

(c) without prejudice to its rights under clause 8, the Licensor shall be entitled to inspect the Room at any time on giving not less than 48 hour's notice to the Licensee subject to the exceptions in clause 6;

(d) Without prejudice to its rights under clause 7, the Licensor shall be entitled to notify the Home Office, or any of the UK Government bodies of the termination of this agreementhowsoever caused.

(e) the right to alter or restrict the use of the Common Parts of the Property from time to time;

2.4 The Licensor agrees that by adhering to the terms in this Agreement, and performing all obligations under clause 3, the Licensee will be able to possess and enjoy the Property during the Licence Period without interruption and the Licensor will procure that the Owner will:

(a) Maintain the installations in the Property for the supply of water, gas and electricity as necessary for the occupation of the Property;

(b) Maintain the structure of the Property including window frames and window glass; and

(c) Clean and maintain and provide heating and lighting to the Common Parts of the Property.

2.5 The Licensee acknowledges that the Licensor reserves the right to withdraw or suspend services or amenities provided during certain times of the year if they deem it necessary to do so in the interests of good management including but not limited to carrying out repairs or alterations or circumstances out of the Licensor's control.

2.6 The Licensee accepts that the amenities (gym, cinema, PlayStation room, terrace, garden, or anything stated on the website as marketing materials other than Room and the essential parts to occupy) of the Property are not a material fact of this Licence Agreement and the Licensor shall be liable for any costs, expenses, losses, liabilities, damages or actions from withdrawing or suspending amenity services as per clause 2.5.

2.7 The Licensor reserves the right to move the Licensee to a different Property during the Licence Period for the purpose of carrying out emergency repairs to the Property, provided that:

(a) A reasonable notice has been given, being not less than 24 hours.

(b) The alternate Property is of no lesser standard than the original Room, subject to availability.

(c) The Licensee will occupy the alternative accommodation on the same terms as those of the Licence Agreement and Terms & Conditions.

2.8 Should the Licensee fail to settle any outstanding amount within 5 days following the issuance of a reminder notice, sent via email after the relevant due date, the Licensor is entitled to commence legal eviction proceedings without any additional notice. The Licensee will be responsible for all associated legal expenses.

3. Booking Process

3.1 The Licensee agrees and undertakes to follow the Licensor's Booking Process as set out below:

(a) to pay to the Licensor the Licence Fee payable without any deduction in advance on the Licence Fee Payment Dates;

(b) to make the Deposit payment within 48 hours of accepting the quote to secure the price for the Room;

(c) to pay the first instalment within the Decision-Making Period of 7 days of accepting the quote, to secure the Room and signing this Agreement;

(d) to pay the Deposit payment and the first instalment immediately and latest within 48 hours of accepting the quote if there are less than 6 weeks prior to the Start Date;

(e) Regarding all dates and time periods set forth in this Agreement, time is of the essence. The Licensee acknowledges that failure to pay the first instalment with in 7 days of accepting the quote, the Deposit will become non-refundable, and the price is not secured and/or Room may be resold by the Licensor;

(f) that the Room is only secured upon 3.1.b, 3.1.c and 3.1.d to be completed on time and written confirmation of the Licensor to be sent to the Licensee. Without these four conditions being met, the Licensor gives no guarantee to secure the Room for the Licensee;

(g) That Licensee has read, understood, and accepted the Licensor's Terms and Conditions and will be bound by those and the Owner's code of conduct/member's code for the Property. You agree to comply with this code and pay any charges specified in the relevant Owner's code which accrue during this Licence Period by reason of any breach of the Licensee's obligations;

(h) to pay the Bedding and Service Fee and the other Service Fees (if applicable) with the first instalment payment;

(i) to provide the Licensor with concrete evidence of identity and evidence that they are undertaking a full or part time course of study at an academic institution recognised by and in the UK, including a certified copy of the Licensee's passport and a certified copy of a letter from the academic institution confirming the course of study that the Licensee is undertaking, and a CAS number if applicable, within 48 hours of accepting the quote; and to update this information promptly if requested to do so by the Licensor both during and following the term of this Agreement, as the Licensor may be required to produce such documents to the Owner, councils or relevant government bodies;

(j) to provide the Licensor with any further information reasonably requested by the Licensor, including a certified copy of a bank statement or utility bill confirming the Licensee's full home address, and contact details for the Licensee's next of kin and financier, and to update this information promptly if requested to do so by the Licensor both during and following the term of this Agreement, as the Licensor may be required to produce such documents to the Owner, councils or relevant government bodies;

(k) to promptly notify the Licensor if at any point the Licensee ceases undertaking a full time course of study at an academic institution recognised by and in the UK during the Licence Period;

(l) to ensure that the Licensor is informed at least 14 days prior to the Start Date of any disability as defined in the Equality Act 2010 or health related condition for which reasonable adjustments may be needed.

4. Licensee's obligations

4.1 The Licensee agrees and undertakes:

(a) to keep the Property clean, tidy and clear of rubbish and maintain the same state the Property was in at the Start Date;

(b) to immediately notify the Licensor of any issues, defects or problems with the Property.

(c) not to use the Property other than for the Permitted Use;

(d) not to make any alteration or addition whatsoever to the Property;

(e) not to display any advertisement, signboards, nameplate, inscription, flag, banner, placard, poster, signs or notices at the Property without the prior written consent of the Licensor;

(f) not to remove any of the contents from the Room and Common Parts and maintain the contents of the Room in the same condition they were in at the Start Date;

(g) not to do or permit to be done on the Property anything which is illegal or which may be or become a nuisance (whether actionable or not), annoyance, inconvenience or disturbance to the Licensor or to tenants or occupiers of the Property or occupier of neighbouring properties;

(h) not to cause or permit to be caused any damage to:

(i) the Property or any neighbouring property; or

(ii) any property of the owners or occupiers of the Property or any neighbouring property;

(i) to pay the Licensor on demand a fair and reasonable proportion of any costs incurred in repairing damage to the Room and/or replacing contents of the Property where the damage is caused by the Licensee or the Licensee's guests to the Property;

(j) not to obstruct the Common Parts, make them dirty or untidy or leave any rubbish on them;

(k) not to apply for any planning permission in respect of the Room or the Property;

(l) not to do anything that will or might constitute a breach of any Necessary Consents affecting the Property or which will or might vitiate in whole or in part any insurance affected by the Licensor or the Owner in respect of the Property from time to time;

(m) to observe any rules and regulations the Licensor and the Owner makes and notifies to the Licensee from time to time governing the Licensee's use of the Room, the Property andthe Common Parts'

(n) to leave the Property in a clean and tidy condition and to remove the Licensee's furniture equipment and goods from the Room at the end of the Licence Period.

(o) to indemnify the Licensor and keep the Licensor indemnified against all losses, claims, demands, actions, proceedings, damages, costs, expenses or other liability in any way arising from:

(i) this licence.

(ii) any breach of the Licensee's undertakings contained in clause 4; and/or

(iii) the exercise of any rights given in clause 2;

(p) not to do anything on or in relation to the Property that would or might cause the Licensor to be in breach of the covenants and the conditions contained in the Licensor's Licence with the Owner or (if applicable) with the Licensor's lease of the Property;

to remove all belongings before End Date, otherwise, they will be destroyed by the Licensor, any belongings left in the Room or Common Parts of the Property are done so at the Licensee's own risk and will not be the responsibility of the Licensor;

(q) to pay to the Licensor interest on the Licence Fee or other payments at the rate of 8 per cent per annum above the base rate of Barclays from time to time calculated on a daily basis from the due date until

ment if the Licensee fails to pay the Licence Fee or any other payments due under this licence within 3 days of the due date (whether formally demanded or not);

(r) to ensure that any payments due are made on time, and in the event that payments are not made within 5 days of the due date, to acknowledge that any sum of invoices shall become due and payable immediately without requiring any notice;

(s) to accept that, should the Licensee fail to make payment, the Licensor has the right to pass the file to the Licensor's debt collection agency and to bear all reasonable and proper costs and expenses, including legal costs and any VAT thereon, incurred by the Licensor in order to recover the outstanding funds;

(t) to authorise the Licensor to withhold from the Deposit any amounts due for damages to the Room or any outstanding payments at the conclusion of the Licence Period.

(u) to guarantee that upon check-out, the Room is vacated by 10:00am on the designated day of departure, ensuring the Room is returned to the condition it was in at the time of check-in. It is imperative to adhere to the stipulated time in this clause. Any occupancy beyond the check-out time, unless pre-agreed in writing, will incur a charge of £50 per hour to the Licensee;

(v) to acknowledge that the Licensor holds no responsibility for any of the Licensee's personal possessions left in the Room and/or Common Parts upon check-out. The Licensor retains the option to dispose of, destroy, or store such items for a determined period. In this scenario, the Licensee will bear full responsibility for all associated removal and storage costs;

(w) to recognize the importance of securing a suitable insurance policy for their personal belongings kept in the Room, understanding that they are solely responsible for protecting and safeguarding their personal property against all risks of loss or damage.

(x) to take responsibility for obtaining a television licence for the Room, if such a licence is deemed necessary.

(y) to accept that any modifications to the original booking, including changes to the licence period, location, or the dates, must be enacted by agreeing to a new quote and signing the updated Terms & Conditions and Licence Agreement. Should any aspect of the booking (e.g., Start Date, End Date, Property) be altered via an invoice update, following a request or confirmation from the Licensee, then all other terms of the Licence Agreement shall remain applicable to the amended booking.

4.2 The Licensee agrees to only occupy the Room and Common Parts for personal residential purposes only and no profession, trade or business whatsoever to be carried out in the Room or any other use other than private residential.

4.3 The Licensee accepts that the Licence is exclusive to the Licensee and agrees that they are over the age of 18, or will be turning 18 before the Start Date of their stay, and that no minors, children, or people under the age of 18 will be permitted to reside in the Property. In cases where the Licensee will turn 18 before the Start Date, the Licence Agreement and Terms & Conditions will be binding upon the terms set forth. The Licensor may require the Licensee to sign another Licence Agreement closer to or on the Start Date. If the new Licence Agreement is not signed, the Licensor reserves the right to cancel the booking, and any payments made will become non-refundable.

4.4 The Licensee agrees that in respect of the Room or Property may not:

(a) Cause any noise, which if made within the Property can be heard outside the Room or if made within the Common Parts of the Property can be heard outside the Common Parts of the Property;

(b) Keep or use drugs, the possession of which is prohibited by the Misuse of Drugs Act 1971;

(c) Smoke in the Room, the Property or the Common Parts other than in a designated outdoor smoking area;

(d) Keep or use any firearms, knives (other than kitchen knives) or any weapons of any kind in the Property;

(e) Harass, threaten or assault any other occupiers or the staff member of the Property;

(f) Tamper with the fire prevention systems within the Room or Common Parts of the Property;

(g) Use designated fire exits except for the purposes of emergency exit from the Property;

(h) to glue stick or otherwise fix anything whatsoever to the exterior or interior of the Room and the Property without the Licensor's written consent;

(i) Keep, store or use any gas or oil heater in the Property; and

(j) Keep any pets or animals in the Property or the Common Parts of the Property unless permitted by the Licensor or the Owner.

4.5 The Licensee will ensure that any guest that they may invite to the Property:

(a) Must check in to the Property by providing identity documents on arrival and check out of the Property on departure;

(b) Is accompanied by the Licensee at all times; and

(c) Is aged 18 years or over.

5. Room Change

5.1 The Licensee may request at any time during the term of this Licence a transfer to reasonably comparable alternative space to another Londonist Room, or wish to upgrade their booking. The Licensor may in its absolute discretion accept or reject such a request, subject to the Licensee agreeing to pay a Room Change Fee of £100 exclusive of VAT along with any price differencebetween the old and new Room depending on the rate of the new Room.

5.2 In case of necessity, without prejudice to its rights under clause 8, the Licensor shall be entitled at any time on giving not less than 24 hour's notice to require the Licensee to transfer to reasonably comparable alternative space elsewhere within London and the Licensee shall comply with such requirement.

5.3 The Licensee acknowledges that clauses 5.1 and 5.2 are subject to availability of Rooms at that time.

6. Accessing the Room

6.1 This Agreement states that the Licensor or Owner is permitted to enter the Licensee's Room at reasonable times of the day when reasonably prior notice is given. The Licensor or Owner may require entry to the Room for the following purposes (this list is not exhaustive):

(a) Carrying out repairs in response to a request,

(b) Undertaking planned maintenance,

(c) Carrying out emergency repairs,

(d) Assessing the student accommodation for planned improvements,

(e) Carrying out risk assessments,

(f) Complying with health and safety legislation,

(g) Conducting open day visits or other viewings permitted under the Owner's conditions,

(h) Undertaking routine housekeeping tasks,

(i) Contacting licensees urgently,

(j) Investigating complaints,

(k) In a medical emergency,

(l) On suspicion of criminal activity,

(m) Where there is a threat to life or property, e.g. removing articles covering smoke detectors.

6.2 The Licensee accepts that in the event of an emergency, no prior notice is required for the Licensor to enter the Room. The Licensor or the Owner's staff are entitled to enter the Room as reasonably required by the circumstances giving rise to an emergency. If possible in all circumstances, the Licensor or the Owner's staff will ask for consent for entry from the Licensee.

6.3 Nothing in this clause limits the existing and separate powers of the police to enter the Room under existing legislation when needed.

7. Cancellation

7.1 The Licensee may, by notice in writing to the Licensor cancel this agreement up to six weeks before the Start Date. In such case the Licensee shall be liable to pay following charges:

(a) the Bedding and Service Fee,

(b) the Deposit Payment which shall become non-refundable.

7.2 The Licensee may, by notice in writing to the Licensor cancel this agreement in the 6-week period immediately before the Start Date. In such case the Licensee shall remain liable to pay following charges;

(a) the Bedding and Service Fee,

(b) the Deposit Payment which shall become non-refundable,

(c) the amount for the 6-week period in such Licence Fee.

7.3 Visa Refusal: At least 6 weeks prior to the Start Date, the Licensee may, on receipt of notice from the British Embassy that the Licensee's application for a visa to enable entry to the UK has been refused, cancel this agreement by notice in writing to the Licensor, provided that the Licensee also provides the Licensor with a copy of the letter from the British Embassy within 7 days of the date of issue. In such case the Licensee shall remain liable for payment of the Deposit payment.

(a) In any other case concerning the visa refusal or related delays, 7.1, 7,2 or 7.5 applies, including but not limited to, visa not yet arriving in time.

7.4 The Licensor may cancel this agreement on notice in writing to the Licensee prior to the Start Date. such case all fees previously paid under this agreement shall be repaid to the Licensee.

7.5 The Licensee may cancel this agreement after the Start Date, Licensee shall be liable to pay;

(a) Licence Fee,

(b) Bedding and Service Fee,

(c) Other Services.

8. Termination

8.1 This licence shall end on the earliest of:

(a) Notice in writing being given in accordance with clause 7;

(b) The End Date; or

(c) The Licensee failing to make those payments set out in clause 3.1 on their due dates for payment or within seven (7) calendar days of their due dates for payment; or

(d) The Licensee failing to make those payments set out in clause 3.1 (b) (c) (d) or (f) on their due dates for payment; or

(e) the expiry of not less than 48 hours' notice given by the Licensor to the Licensee at any time on breach of any of the Licensee's obligations;

(f) the expiry of not less than 48 hours' notice given by the Licensor to the Licensee at any time on:

(i) the Licensee providing notice to the Licensor pursuant to clause 7, or

(ii) on the Licensee ceasing to undertake a full or part time course of study at an academic institution recognised by the Licensor during the Licence Period; or

(g) the expiry of not less than 48 hours' notice given by the Licensor to the Licensee at any time on breach of any of the Licensee's obligations.

8.2 Termination of this licence shall not affect the rights of either party in connection with any breach of any obligation under this licence which existed at or before the date of termination.

8.3 In the event that this licence terminates pursuant to clause 8.1(c), (e), (f), or (g) above the full balance of the Licence Fee shall be due and payable immediately by the Licensee.

8.4 Unless otherwise stated in this agreement, in the case of termination, Licensee shall be liable to pay;

(a) Licence Fee,

(b) Bedding and Service Fee

9. Other Services and Council Tax

9.1 The Licensee is solely responsible for informing the relevant council of their occupancy of the Property and for paying all council tax and any other taxes related to their stay of the Room in theProperty. This includes:

(a) Settling all tax obligations directly with the relevant authorities;

(b) Indemnifying the Licensor against any tax-related claims, costs, or penalties due to the Licensee's non-compliance;

(c) Providing the Licensor with proof of tax payment or exemption upon request;

(d) Failure to comply with these obligations may result in additional charges, which the Licensee must fully cover.

9.2 Students who are attending a full-time course that lasts at least one academic year, requires at least 24 weeks' attendance each year, and involved a minimum of 21 hours' study per week are exempt from paying council tax. The Licensee agrees that:

(a) the Licensor may request further information from the Licensee at any time regarding their university course details and student status to inform the council or any other official institution for tax purposes;

(b) the Licensee must provide such information promptly, or at latest within 3 business days;

(c) the Licensor is not liable to pay council tax or any other applicable tax due to failure of such documents submitted by the Licensee in time; and

9.3 Any sums due under this clause must be paid by the Licensee within 3 business days following a notice from the Licensor. Failure to adhere to these responsibilities may incur additional chargesincluding late payment interest, for which the Licensee will be fully liable.

10. Subletting

10.1 In accordance with clause 2.3(b), this Licence Agreement is personal to the Licensee and is not assignable. The Licensor agrees and undertakes not to assign, sublet, or charge the Room with possession or share occupation of the Room under any circumstances.

10.2 If the Licensee assigns this lease or sublets the premises to any third party, the Licensee acknowledges that this is a material breach of the Licence Agreement. This will result in Room access being ceased immediately and the Licensee will be fully liable for payment of the remainder of the Licence Period term and agrees to pay all costs, damages, and fees, including incurred legal fees necessary to return the Room to the Licensor.

11. Transfer of Tenancy

11.1 This clause 11 is regarding clause 10.1 (Subletting).

11.2 Subject to clause 8 (Termination), if the Licensee wishes to be released from the contract, the Licensee may request to find a replacement tenant to take over the remainder of the Licence Period. The Licensor may reasonably reject this request if a replacement tenant is not suitable to occupy the Room and/or is not able to make the rest of the licence fee and any other applicable fees in advance. It will be the responsibility of the Licensee to find a replacement tenant and the Licensor will have the sole discretion to whether the new licensee passes the administrative checks and requirements.

11.3 In effect of clause 11.2, should the Licensor wish to accept the replacement tenant, the Licensee will be required to pay an administration fee of £100 to process this.

11.4 The Licensee may only find one replacement tenant per booking. The replacement tenant must meet the conditions required in this Licence Agreement and the remainder of the payments are to be made upfront to the Licensor. Any decision to release the Licensee from the Licence Agreement is made by the Licensor's sole discretion on a case-by-case basis. A request for multiple replacement tenants for one licence will be rejected.

12. Bank Charges

12.1 The Licensee agrees to bear all bank charges associated with transactions under this Licence, including but not limited to charges incurred by both the Licensee's and the Licensor's banks. This responsibility extends to all payments made to the Licensee by the Licensor, such as any including the refund of deposits. Specifically, in the case of international payments, the Licensor's obligation shall be limited to releasing the net amount of the refund after deducting any applicable bank charges. Consequently, all bank charges, whether from the Licensee's or the Licensor's bank, shall be covered at the Licensee's expense.

13. Notices

13.1 Any notice given under this licence shall be in writing and shall be delivered by email, hand or sent by pre-paid first-class post or other next working day delivery service to the relevant party as follows:

(a) to the Licensor at: 5 Great James Street, London, WC1N 3DB and marked for the attention of 'Management' and

(b) to the Licensee at the email address set out at the beginning, or Licensor's email address at *legal@londonist.co.uk*,

(c) or as otherwise specified by the relevant party by notice in writing to each other party.

13.2 When a notice is sent by email, the Parties to be assumed receiving the notice on the following day 10:00 am other than emergency emails regarding maintenance which will be assumed to be received within 60 mins after sent.

13.3 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

14. No warranties for use or condition

14.1 The Licensor gives no warranty that the Property possesses the Necessary Consents for the Permitted Use.

14.2 The Licensor gives no warranty that the Property is physically fit for the purposes specified in clause 2.2(b).

14.3 The Licensee acknowledges that it does not rely on, and shall have no remedies in respect of, any representation or warranty (whether made innocently or negligently) that may have been made by or on behalf of the Licensor before the date of this Licence as to any of the matters mentioned in clause 14.1 or clause 14.2.

14.4 Nothing in this clause shall limit or exclude any liability for fraud.

15. Limitation of Licensor's liability

15.1 Subject to clause 15.2, the Licensor is not liable for:

(a) the death of, or injury to the Licensee, its employees, customers or invitees to the Property; or

(b) damage to any Property of the Licensee or that of the Licensee's employees, customers or other invitees to the Property; or

(c) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by Licensee or the Licensee's employees, customers or other invitees to the Property in the exercise or purported exercise of the rights granted by clause 2.

Nothing in clause 15.1 shall limit or exclude the Licensor's liability for:

(a) death or personal injury or damage to the Property caused by negligence on the part of the Licensor or its employees or agents; or

(b) any matter in respect of which it would be unlawful for the Licensor to exclude or restrict liability.

16. Data Processing and Sharing

16.1 The Licensee acknowledges and agrees that the Licensor may share any data or information regarding the Licensee with third parties as necessary to facilitate the provision of accommodation services under this Licence. This may include, but is not limited to, sharing information with the property Owner, any relevant council, government bodies, or service providers (e.g. cleaning, airport transfer, additional pack providers).

16.2 The Licensee hereby grants explicit consent for the transfer of their data where deemed necessary by the Licensor to provide the accommodation services outlined in this Licence. The Licensor commits to ensuring that any data sharing or transfer will be conducted in compliance with applicable data protection laws and regulations in the United Kingdom, safeguarding the Licensee's privacy and data security.

16.3 The purpose of such data sharing is to ensure the effective management of the Licence to Occupy, including but not limited to the administration of payments, compliance with legal obligations, and facilitation of necessary services that enhance the Licensee's occupancy experience.

17. No Set Off by Licensee

17.1 All amounts due under this agreement from the Licensee to the Licensor shall be paid in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law), other than as specifically provided for at clause 3.1.

18. Severance

18.1 If any provision or part-provision of this agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this agreement.

18.2 If any provision or part-provision of this agreement is deemed deleted under clause 14.1, the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

19. Third party rights

A person who is not a party to this licence shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this licence.

20. Governing law

This licence and any dispute or claim arising out of or in connection with it or its subject matter or formation, including non-contractual disputes or claims, shall be governed by and construed in accordance with the law of England and Wales.

21. Jurisdiction

Each party irrevocably agrees that the courts of England and Wales shall have exclusivejurisdiction to settle any dispute or claim arising out of or in connection with this licence or its subject matter or formation, including non-contractual disputes or claims.

This licence has been entered into on the date stated at the beginning of it.

Signed by Managing Director
for and on behalf of Londonist.

Londonist DMC

Signed by Irati Gandara Sanchez:
for and on behalf of Student.
Time: 17.12.2024 14:36
IP Address: 67.218.230.159

Annex 3

londonist
DMC

Payment Confirmation

Thank you for your recent payment. We have received **16239.85 GBP** toward the invoice listed below.

Date: 25.04.2025 00:00 London (GMT)
To: Irati Gandara Sanchez
Invoice Number: #33461
Amount Received: 16239.85 GBP

Note: This payment has been credited towards your outstanding balance and will be reflected in your invoice.

If you have any questions regarding this transaction, please reach out to us at **finance@londonist.co.uk**

Company Re. No.: 8392989
VAT Number: 345 4111 28

+44 (0) 207 287 1912
book@londonist.co.uk

5 Great James Street, Holborn
WC1N 3DB, London, UK

PARTNERS

[29/4/25, 12:05:38] Vlad Londonist Dinero: Los mensajes y las llamadas están cifrados de extremo a extremo. Solo las personas en este chat pueden leerlos, escucharlos o compartirlos.

[29/4/25, 12:05:38] Iratii 🌻 : Hi vlad

[29/4/25, 12:06:13] Iratii 🌻 : I suppose you already know my issue. I am Irati.

[29/4/25, 12:07:30] Iratii 🌻 : Could you send me the receipt of the diference of the money londonist owes me please.

[29/4/25, 12:58:54] Vlad Londonist Dinero: Hi Irati, sure will send shortly

[29/4/25, 12:59:36] Iratii 🌻 : Thank you

[30/4/25, 2:21:14] Iratii 🌻 : Hi vlad I would need you to please write ASAP a formal email or formal letter signed by londonist confirming that the money will be sent back to my account so i can send it to my bank agent and they can start the official refund process.

[30/4/25, 2:21:30] Iratii 🌻 : Thank you

[30/4/25, 2:32:55] Iratii 🌻 : If its possible before 12:00 pm

[30/4/25, 2:33:13] Iratii 🌻 : Please

[30/4/25, 10:07:40] Vlad Londonist Dinero: Hi Irati, very sorry yesterday was hectic and did not manage

[30/4/25, 10:07:49] Vlad Londonist Dinero: sure I will do my best to send it this morning

[30/4/25, 10:10:50] Iratii 🌻 : Thank you very much

[30/4/25, 10:10:58] Iratii 🌻 : No problem

[30/4/25, 10:15:41] Iratii 🌻 : You can send it to my email: gandarairati@gmail.com

[30/4/25, 10:17:14] Vlad Londonist Dinero: sure

[30/4/25, 10:17:54] Vlad Londonist Dinero: could you please send you bank details too? I am trying to get your refund approved today and if we have your bank details we could process it straight away

[30/4/25, 10:27:06] Iratii 🌻 : Yes! give me 5 minutes eitherwaya if you can write the formal letter i would appreciatte it.

[30/4/25, 10:28:17] Vlad Londonist Dinero: sure I will write the letter in any case

[30/4/25, 10:30:43] Iratii 🌻 : Thank you!

[30/4/25, 10:54:59] Iratii 🌻 : *Bank Transfer Details*:

Account holder name: Gandara Sanchez Irati

IBAN: ES05 0049 4967 6729 9516 7340

SWIFT/BIC:BSCHESMMXXX

Bank name: Banco Santander S.A. <Se editó este mensaje.>

[30/4/25, 10:55:10] Iratii ⚓ : Sorry for the waiting

[30/4/25, 10:56:21] Vlad Londonist Dinero: no worries at all

[30/4/25, 10:56:57] Iratii ⚓ : Thank you!

[30/4/25, 15:30:49] Iratii ⚓ : Hi vlad

[30/4/25, 15:31:04] Iratii ⚓ : Any update of the official letter?

[30/4/25, 15:31:21] Iratii ⚓ : I had no signs from you

[30/4/25, 15:31:25] Iratii ⚓ : Since 10

[30/4/25, 15:35:08] Iratii ⚓ : Llamada. Sin respuesta

[30/4/25, 15:56:53] Iratii ⚓ : Hi mina told me to call you. I would appreciatte if you just could keep me updated of every step that you do. For example i was expecting you to text me at 12 pm but i had no news from you. I would appreciatte that if you were not able to do the letter for the time that i asked you for you would inform me.

[30/4/25, 15:56:57] Iratii ⚓ : Thank you <Se editó este mensaje.>

[30/4/25, 16:01:32] Iratii ⚓ : Please if you can send me the letter by the end of today to my email: gandarairati@gmail.com

[30/4/25, 16:01:36] Iratii ⚓ : Please

[30/4/25, 16:25:23] Vlad Londonist Dinero: Hi Irati, I am not able to inform of every single step, for obvious reasons. You have made this request less than 24 hours ago and I am trying my best to get it done ASAP, but unfortunately this is the end of the month I work in finance. I have just left the office I will write the letter either at the end of the day or by tomorrow morning

[30/4/25, 18:04:00] Iratii ⚓ : Yes i understand i dont want to be rude or ungratefull. I completely understand. My apologies if it sounded mean. Thank you very much for your support amd help

[1/5/25, 12:03:43] Vlad Londonist Dinero: Hi Irati, email sent

[1/5/25, 12:06:37] Iratii : Thank you very much!

[1/5/25, 12:06:39] Iratii : <adjunto: 00000038-STICKER-2025-05-01-12-06-39.webp>

[1/5/25, 12:07:20] Vlad Londonist Dinero: Let me know if it's fine

[1/5/25, 12:07:51] Iratii : Okay! Thank you Ill check it and text you back

[1/5/25, 12:16:48] Iratii : Right now im about to have a meeting and i cant check it propperly but i have seen there are plenty of documents you have attached so i will have a better look to it afterwards

[1/5/25, 12:17:51] Iratii : Either ways this is just proove for myself if i have to explain to my bank why have i recieved such an amount of money.

[1/5/25, 12:18:24] Iratii : Now i just have to wait for you to make the refund of the diference and thats it ?

[1/5/25, 12:32:59] Vlad Londonist Dinero: I have sent you all the documents needed for your bank, not much to see it's just remittances of all your payments and your contract

[1/5/25, 12:33:05] Vlad Londonist Dinero: yes

[1/5/25, 12:33:19] Iratii : Thank you!

[1/5/25, 12:33:42] Iratii : Okay thank you very much!

[1/5/25, 12:34:45] Vlad Londonist Dinero:

[6/5/25, 12:00:52] Iratii : Hi Vlad

[6/5/25, 12:00:57] Iratii : Any news?

[6/5/25, 12:26:00] Vlad Londonist Dinero: Hi Irati, this overpayments are subject to management review hence they will take up to 4 weeks from request to be processed

[6/5/25, 16:04:04] Iratii : When has been done the request? Because the payment arrived the 28th to londonist more or less .

[6/5/25, 16:07:27] Vlad Londonist Dinero: I believe a week or some days after, I will chase it for you

[6/5/25, 16:11:39] Iratii : Thank you!

[8/5/25, 9:37:17] Iratii : Hi Vlad,Have you been able to chase it? <Se editó este mensaje.>

[8/5/25, 10:08:03] Vlad Londonist Dinero: Hi Irati, I have asked for authorization, it's still pending

[8/5/25, 10:44:26] Iratii : Sorry i dont understand. Can you explain what is happening right now and by when will this be more or less finished?

[8/5/25, 10:45:53] Vlad Londonist Dinero: this

[8/5/25, 10:47:33] Iratii : Yes i understood this but i asked you : When has been done the request? Because the payment arrived the 28th to londonist more or less . ; You said you where going to tell me but i still dont know.

[8/5/25, 10:49:47] Vlad Londonist Dinero: The request was made on the 29, 9 days ago

[8/5/25, 10:54:52] Iratii : Thank you!

[8/5/25, 16:19:52] Iratii : So after the request the payment process will start or how does it work?

[9/5/25, 10:47:02] Vlad Londonist Dinero: this

[15/5/25, 13:41:42] Iratii : Hello, any updates? <Se editó este mensaje.>

[15/5/25, 14:14:32] Vlad Londonist Dinero: Hi Irati, not yet I have asked updates myself this morning and yet to receive an answer

[15/5/25, 14:15:44] Iratii : Thank you very much!

[20/5/25, 15:07:49] Iratii : Hi Vlad I hope everything is okay

[20/5/25, 15:08:28] Iratii : Any news?

[21/5/25, 10:01:49] Vlad Londonist Dinero: Hi, unfortunately not yet I will ask again today

[21/5/25, 10:32:49] Iratii : Please let me know their answer as soon as they reply

[21/5/25, 10:32:52] Iratii : Thank you

[21/5/25, 10:35:48] Vlad Londonist Dinero: Will do thank you for your patience

[22/5/25, 18:11:12] Iratii : Hi Vlad tomorrow is the due date. How is the situation so far?

[22/5/25, 18:17:25] Iratii : <adjunto: 00000074-PHOTO-2025-05-22-18-17-25.jpg>

[22/5/25, 18:17:47] Iratii : They need an officiak signed letter with all the information from you and your agency

[22/5/25, 18:19:42] Iratii : Also in the letter please put my personal information, my full name and my pasport number , and my bank account details

[22/5/25, 18:31:01] Iratii : Here my bank info

[23/5/25, 10:21:39] Vlad Londonist Dinero: Hi, we do not offer this kind of service unfortunately. We can send you an invoice instead and a receipt of payment

[23/5/25, 12:13:43] Iratii : And what about this? <Se editó este mensaje.>

[23/5/25, 12:16:17] Vlad Londonist Dinero: I have requested an update and currently awaiting reply

[27/5/25, 11:37:21] Iratii : Hi Vlad they still not reply?

[27/5/25, 11:38:02] Vlad Londonist Dinero: Hi Irati, it was bank holiday we just came back in the office today

[4/6/25, 11:34:57] Iratii : Hi Vlad, any updates?

[5/6/25, 10:07:39] Vlad Londonist Dinero: Hi, not yet unfortunately I will ask again today

[6/6/25, 13:22:38] Iratii : Did someone answer?

[6/6/25, 14:53:45] Vlad Londonist Dinero: Hi Irati, not yet I have just asked both the manager and the director, I am pretty sure it will be refunded anytime next week

[6/6/25, 15:12:21] Iratii : Okayyy thank you

[10/6/25, 14:56:48] Iratii : Hi Vlad, please let me know if anyone answers

[10/6/25, 14:56:54] Iratii : Thank you for you support

[23/6/25, 11:43:36] Vlad Londonist Dinero: Hi Irati, sorry I was on holiday 2 weeks

[23/6/25, 11:43:45] Vlad Londonist Dinero: I am requesting your refund this morning

[23/6/25, 11:43:58] Vlad Londonist Dinero: I will try to get you refunded asap, before the end of the week

[24/6/25, 13:59:09] Iratii : Thank you very much

[30/6/25, 17:32:54] Iratii : Hello Vlad, any news?

[30/6/25, 17:42:31] Iratii : Eliminaste este mensaje.

[30/6/25, 17:42:36] Iratii : Eliminaste este mensaje.

[1/7/25, 10:04:38] Vlad Londonist Dinero: Hi, not yet I will ask again today

[1/7/25, 17:34:40] Iratii : Yes, please

[2/7/25, 11:23:15] Iratii : Good morning Vlad, did someone reply?

Annex 6

[3/7/25, 13:22:07] Vlad Londonist Dinero: Hi Irati, my manager told me we will not refund anyone this week, as he is away now until Friday, we will resume refunds next week

[7/7/25, 10:40:46] Iratii : Hello Vlad,

I am writing to request an immediate update and resolution regarding the outstanding refund of the amount overpaid, which was overpaid nearly three months ago.

Despite repeated assurances from you and others that the funds would be returned promptly, no refund has been issued. The ongoing delays and lack of transparency are unacceptable and have caused significant concern.

This is a final request for immediate action. If I do not receive confirmation by Wednesday, 9 July 2025 that the refund is being processed, I will begin pursuing legal action to recover the funds. This includes contacting relevant UK financial authorities and consumer protection agencies.

Given the duration of this issue and the absence of meaningful progress, I can no longer assume good faith unless this is resolved without further delay.

I remain open to resolving this amicably, but I require concrete action now.

My IBAN is:ES05 0049 4967 6729 9516 7340

[7/7/25, 10:53:36] Vlad Londonist Dinero: Hi Irati, very sorry about this. I have sent this message to the manager

Annex 5

Overpayment refund invoice 33461 Recibidos ×

Vlad Huminiuc (Londonist Finance Team) <vlad.huminiuc@londonist.co.uk>
para mí

Traducir al español ×

Hi Irati,

As requested, I am writing to confirm that your refund for overpayment on invoice 33461, will be refunded in accordance with the timings in the T&Cs.

Total amount to be refunded: 13,292.13 GBP.

I have also attached the payments receipts and contract to this email, for your reference.

If more information is needed, please do not hesitate to contact me.

Best regards,

Vlad Huminiuc
Finance Assistant www.londonist.co.uk



Phone: 442072871612
Mobile: 447990095841
E-mail: vlad.huminiuc@londonist.co.uk
Address: 5 Great James Street Holborn London, WC1N 3DB



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Annex 4

[17/4/25, 2:19:52] Mina Yavari Me Debe Dinero: Los mensajes y las llamadas están cifrados de extremo a extremo. Solo las personas en este chat pueden leerlos, escucharlos o compartirlos.

[17/4/25, 2:19:52] Mina Yavari Me Debe Dinero: Mina Yavari Me Debe Dinero es un contacto.

[16/4/25, 16:18:13] Mina Yavari Me Debe Dinero: Hello Irati

I hope you're doing well.This is Mina from Londonist Accommodation Agancy.

Your accommodation payment is now 3 days overdue.

Please proceed with the payment as soon as possible.

Thank you.

[17/4/25, 13:01:33] Iratii : I payed

[17/4/25, 13:01:47] Iratii : And i recieved an emaik saying they recieved my payment

[17/4/25, 13:01:55] Iratii : Email*

[17/4/25, 13:04:24] Iratii : <adjunto: 00000007-PHOTO-2025-04-17-13-04-24.jpg>

[17/4/25, 13:04:25] Iratii : <adjunto: 00000008-PHOTO-2025-04-17-13-04-25.jpg>

[17/4/25, 13:05:29] Mina Yavari Me Debe Dinero: Hello Irati, Thank you for send over the receipt.

[17/4/25, 13:17:11] Mina Yavari Me Debe Dinero: As I have checked your portal, your account was already been overdue for 30 days before you proceed thia payment. So this one is related to one before last instalment. Your last instalment of 2,947.72 which is again overdued for 4 day and I need you to proceed with its payment please.

[17/4/25, 14:10:17] Iratii : This payment is the payment of 12/0/2025

[17/4/25, 14:10:49] Iratii : Could you let me know when was the date of the last payment?

[17/4/25, 14:11:21] Mina Yavari Me Debe Dinero: Sorry, which month?

[17/4/25, 14:13:22] Mina Yavari Me Debe Dinero: 12.04.2025

[17/4/25, 14:15:25] Iratii : Yes and i payed

[17/4/25, 14:15:36] Iratii : And the last month was

[17/4/25, 14:15:41] Iratii : March

[17/4/25, 14:16:21] Mina Yavari Me Debe Dinero: Good. what about the 12.03.2025??

[17/4/25, 14:16:36] Iratii ⚓ : And i have no emails from londonist asking me to pay in march

[17/4/25, 14:22:17] Iratii ⚓ : Ill check it with my back account

[17/4/25, 14:22:21] Iratii ⚓ : Bank*

[17/4/25, 14:22:36] Mina Yavari Me Debe Dinero: I'm so sorry that you did not received any emails but in fact your payment plan is: 1- Diposite: 17.12.2024 2- First payment: 23.12.2024- 2,935.72£ 3-Second Payment: 12.01.2025 2,935.72 GBP

4- Third payment: 12.02.2025- 2,935.72 GBP 5- Fourth Payment: 12.03.2025 - 2,935.72 GBP 6- Final Payment:12.04.2025 2,935.72 GBP.

[17/4/25, 14:22:58] Iratii ⚓ : Because i necer reciened a reminder from londonist on my e-mail

[17/4/25, 14:23:01] Iratii ⚓ : Never*

[17/4/25, 14:23:12] Iratii ⚓ : Fri the overdue payment in march

[17/4/25, 14:23:14] Iratii ⚓ : For*

[17/4/25, 14:23:27] Mina Yavari Me Debe Dinero: I'm so sorry to hear that

[17/4/25, 14:24:06] Iratii ⚓ : Ill check everything and hoppefully we can fix this by tomorrow if there is no inconvenience

[17/4/25, 14:24:22] Iratii ⚓ : Thank you for your patience

[17/4/25, 14:24:23] Mina Yavari Me Debe Dinero: but any how that would be your last payment. I am going to send over your payment detail as well so you can match it with your banck account

[17/4/25, 14:24:37] Iratii ⚓ : Okayy

[17/4/25, 14:24:47] Iratii ⚓ : Thank youuu

[17/4/25, 14:26:58] Mina Yavari Me Debe Dinero: 16.12.2024 250£ - 23.12.2024 2,935.72 GBP - 12.01.2025 2,935.72 GBP - 12.02.2025 2,929.72 GBP - 14.04.2025 2,929.72 GBP

[17/4/25, 14:27:17] Mina Yavari Me Debe Dinero: This what we have received at your end

[17/4/25, 14:27:57] Mina Yavari Me Debe Dinero: That would be great. Please send over the receipt as soon as you have proceed with the payment.

[17/4/25, 14:28:13] Mina Yavari Me Debe Dinero: My pleasure

[18/4/25, 21:29:57] Iratii : Hi tomorrow morning i will make the payment sorry for the waiting

[22/4/25, 10:47:25] Mina Yavari Me Debe Dinero: Hello.

Good morning

Did you proceed with the payment?

[22/4/25, 10:48:11] Mina Yavari Me Debe Dinero: If so, will you please send the payment receipt ??

[23/4/25, 11:14:01] Mina Yavari Me Debe Dinero: Good morning Irati , I hope you'er doing fine

[23/4/25, 11:14:48] Mina Yavari Me Debe Dinero: I need you to proceed with the payment asap as it is going to be overdue for 11 days

[23/4/25, 11:15:00] Iratii : Okay ill do it today

[23/4/25, 11:15:51] Mina Yavari Me Debe Dinero: Thank you,please send the receipt asap so that I can remove your name of the collection - Legal list

[23/4/25, 11:15:56] Mina Yavari Me Debe Dinero: thank you so much

[23/4/25, 11:15:56] Iratii : Okay!

[23/4/25, 11:16:00] Iratii : Thank you too!

[23/4/25, 15:40:54] Mina Yavari Me Debe Dinero: Hello again Irati! haven't receive your payment proof yet!!

[24/4/25, 1:41:01] Iratii : <adjunto: 00000048-PHOTO-2025-04-24-01-41-01.jpg>

[24/4/25, 10:04:59] Mina Yavari Me Debe Dinero: Good Morning. Thank U!

[24/4/25, 12:08:04] Iratii : Thank you too!

[24/4/25, 15:50:31] Iratii : Hello, as you can see I accidently sent 19000€ instead of 9000€, please send me the amount i overpaid back. Thank you.

[24/4/25, 15:51:09] Iratii : It is urgent and was an honest mistake.

[24/4/25, 15:52:00] Mina Yavari Me Debe Dinero: Hello Irati, I didn't check it correctly! you're right

[24/4/25, 15:52:17] Mina Yavari Me Debe Dinero: I'll be in touch soon

[24/4/25, 15:52:22] Mina Yavari Me Debe Dinero: give me a sec

[24/4/25, 15:53:37] Iratii : Of course, thank you. I am currently traveling and soon won't have any coverage, you already have my IBAN and everything necessary. Thank you.

[24/4/25, 15:55:21] Mina Yavari Me Debe Dinero: Just send them again for the safe side

[24/4/25, 15:55:29] Mina Yavari Me Debe Dinero: you can email me

[24/4/25, 15:56:57] Mina Yavari Me Debe Dinero: Irati!

[24/4/25, 15:57:22] Mina Yavari Me Debe Dinero: you needed to pay 2,935.72 GBP

[24/4/25, 15:57:33] Mina Yavari Me Debe Dinero: +12£

[24/4/25, 15:57:57] Iratii : Can you please attach your email, I dont have it right nos

[24/4/25, 15:58:06] Mina Yavari Me Debe Dinero: which would be 2,947.72

[24/4/25, 15:58:19] Iratii : Yes, i do not understand how that happened im sorry

[24/4/25, 15:58:20] Mina Yavari Me Debe Dinero: it's not even 9k!

[24/4/25, 15:58:41] Iratii : Yeah exactly i dont even understand where i got that number from or how this happened

[24/4/25, 15:59:03] Iratii : Im just double checking everything and im sorry for creating extra trouble

[24/4/25, 15:59:16] Mina Yavari Me Debe Dinero: no worries at all

[24/4/25, 15:59:23] Iratii : ES05 0049 4967 6729 9516 7340 this is my iban

[24/4/25, 15:59:27] Iratii : ES05 0049 4967 6729 9516 7340

[24/4/25, 15:59:50] Mina Yavari Me Debe Dinero: I'll handle it but I have no idea how much it will take to return it back to your account

[24/4/25, 16:00:00] Mina Yavari Me Debe Dinero: I'll update you asap

[24/4/25, 16:00:15] Iratii : Thank you very much that is fine

[24/4/25, 16:00:24] Iratii : Sorry for the extra troubles

[24/4/25, 16:00:42] Mina Yavari Me Debe Dinero: No problem at all

[24/4/25, 16:00:50] Mina Yavari Me Debe Dinero: take care

[25/4/25, 10:36:47] Iratii : Hi!

[25/4/25, 10:36:52] Iratii : I recieved this

[25/4/25, 10:36:59] Iratii : <adjunto: 00000079-PHOTO-2025-04-25-10-36-59.jpg>

[25/4/25, 10:36:59] Iratii : <adjunto: 00000080-PHOTO-2025-04-25-10-36-59.jpg>

[25/4/25, 10:37:24] Mina Yavari Me Debe Dinero: Hi Irati

[25/4/25, 10:37:42] Mina Yavari Me Debe Dinero: All good I suppose it's correct now

[25/4/25, 10:41:30] Iratii : What do you mean? It says in the receipt that you recieved the 16 thousand GBP, now that you have the money can you send back the amount I overpaid back because it was supposed to be only 3 thousand.

[25/4/25, 10:43:23] Mina Yavari Me Debe Dinero: I thought they have return it back

[25/4/25, 10:43:30] Mina Yavari Me Debe Dinero: that's totally alright

[25/4/25, 10:43:41] Mina Yavari Me Debe Dinero: it will return back for sure

[25/4/25, 10:44:04] Mina Yavari Me Debe Dinero: just you need to give us time to proceed with the documents <Se editó este mensaje.>

[25/4/25, 10:45:20] Iratii : Can you send me the receipt of the transaction to send the money back once you have it please.

[25/4/25, 10:45:27] Iratii : Thank you for your help

[25/4/25, 10:46:06] Mina Yavari Me Debe Dinero: Sure, I'll send it ro U as soon as I receive it

[28/4/25, 10:15:34] Iratii : Hi good mornig any news?

[28/4/25, 10:17:13] Mina Yavari Me Debe Dinero: Morning Irati, I'l update you by noon

[28/4/25, 10:35:09] Iratii : Thank you very much!

[28/4/25, 18:46:00] Iratii : Hi Mina, will you text me ay 12:00 pm ? <Se editó este mensaje.>

[28/4/25, 18:46:03] Iratii : At*

[28/4/25, 18:47:35] Mina Yavari Me Debe Dinero: The payment is under the process. It takes a little bit longer as it takes time to proceeed with some internal procedures.

[28/4/25, 19:09:12] Iratii : Can you send me picture of the receipt please?

[29/4/25, 10:14:11] Mina Yavari Me Debe Dinero: Good mirning

[29/4/25, 10:14:16] Mina Yavari Me Debe Dinero: what receipt?

[29/4/25, 10:20:43] Iratii : Of the payment please

[29/4/25, 11:22:23] Mina Yavari Me Debe Dinero: I'll send it to you as soon as I receive it

[29/4/25, 11:26:10] Mina Yavari Me Debe Dinero: Irati, here's my colleagues phone number: Vlad +44 7990 096541

[29/4/25, 11:26:26] Mina Yavari Me Debe Dinero: please keep in touch with him regarding to your refund

[29/4/25, 12:05:25] Iratii ⚓ : Okay thank you

[29/4/25, 12:08:31] Mina Yavari Me Debe Dinero: No worries

[29/4/25, 12:08:36] Iratii ⚓ : I texted him

[29/4/25, 12:08:57] Mina Yavari Me Debe Dinero: all good. He'll be in touch shortly

[29/4/25, 12:08:58] Iratii ⚓ : Ill be waiting for his answer

[29/4/25, 12:09:10] Mina Yavari Me Debe Dinero: he left the desk now:D

[29/4/25, 12:09:16] Iratii ⚓ : Okay!

[29/4/25, 12:09:17] Iratii ⚓ : Thank you

[29/4/25, 12:09:31] Mina Yavari Me Debe Dinero: he'll be back 5 min later :D

[29/4/25, 12:09:40] Iratii ⚓ : As you can tell im a bit nervous

[29/4/25, 12:09:47] Mina Yavari Me Debe Dinero: no problem

[29/4/25, 12:09:53] Iratii ⚓ : But you are doing everything you can

[29/4/25, 12:10:04] Iratii ⚓ : Thank you

[29/4/25, 12:10:09] Iratii ⚓ : I trust you

[29/4/25, 12:10:10] Mina Yavari Me Debe Dinero: Already told all the story

[29/4/25, 12:10:16] Iratii ⚓ : Thank you

[29/4/25, 12:10:26] Iratii ⚓ : A looooot <Se editó este mensaje.>

[29/4/25, 12:10:31] Mina Yavari Me Debe Dinero: if you needed to add some spice to it , just do it :D

[29/4/25, 12:10:43] Mina Yavari Me Debe Dinero: I'll have your back

[29/4/25, 12:11:21] Iratii ⚓ : Thank you. I honestly prefer if everything goes smoothly with no problems <Se editó este mensaje.>

[29/4/25, 12:11:44] Iratii ⚓ : Thank you very much

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[29/4/25, 12:12:24] Mina Yavari Me Debe Dinero: just saying, money WILL and FOR SURE refunded to your account, cause we can not keep it in our accounts . We are not allow to! so don't worry about it at all.

[29/4/25, 12:13:11] Iratii : Thank you

[29/4/25, 12:13:14] Mina Yavari Me Debe Dinero: it shows so much diffrences in our reconciliations .. even 1 £!

[29/4/25, 12:13:29] Mina Yavari Me Debe Dinero: so don't worry at all

[29/4/25, 12:13:36] Mina Yavari Me Debe Dinero: you have my words

[29/4/25, 12:13:47] Iratii : Thank you mina

[29/4/25, 12:13:50] Iratii : <adjunto: 00000131-STICKER-2025-04-29-12-13-50.webp>

[29/4/25, 12:14:05] Iratii : Ill be waiting for vlad then

[29/4/25, 12:14:26] Mina Yavari Me Debe Dinero: He'll be back soon

[29/4/25, 12:15:02] Iratii : Thank you for you help amd professionalisim

[29/4/25, 12:15:41] Mina Yavari Me Debe Dinero: My pleasure dear

[30/4/25, 2:24:09] Iratii : Hi Mina i texted Vlad that I would need you to please write ASAP a formal email or formal letter signed by londonist confirming that the money will be sent back to my account so i can send it to my bank agent and they can start the official refund process. <Se editó este mensaje.>

[30/4/25, 2:32:46] Iratii : If its possible before 12:00 pm

[30/4/25, 10:08:06] Mina Yavari Me Debe Dinero: Morning Irati, did you told him so??

[30/4/25, 10:09:39] Iratii : Yess he told me he will send it this morning

[30/4/25, 10:09:49] Iratii : Thank youu

[30/4/25, 10:10:57] Mina Yavari Me Debe Dinero: All good . Most welcome

[30/4/25, 15:31:47] Iratii : Mina vlad did not text me since 10 is everything okay?

[30/4/25, 15:33:01] Mina Yavari Me Debe Dinero: Yes dear, but the thing is he left to do some office jobs and I can not reach him. give him a call now

[30/4/25, 15:35:02] Iratii : Okayy

[30/4/25, 15:36:44] Iratii : He is not answering i guess he will text back whenever he cans

[30/4/25, 15:37:00] Mina Yavari Me Debe Dinero: Sure he will

[30/4/25, 15:37:18] Iratii : Thabk you mina

[30/4/25, 15:37:38] Mina Yavari Me Debe Dinero: No worries alt all

[30/4/25, 15:59:57] Iratii : <adjunto: 00000149-PHOTO-2025-04-30-15-59-57.jpg>

[30/4/25, 16:00:08] Iratii : I told him this

[30/4/25, 16:00:25] Iratii : Just to inform you

[30/4/25, 16:02:29] Mina Yavari Me Debe Dinero: That's Alright. The thing is he's so busy with everything. That's why he did not reaches on time. so don't worry at all. everything will be alright

[1/5/25, 10:54:56] Iratii : Okay thank you very much!

[6/5/25, 12:00:33] Iratii : Hi Mina

[6/5/25, 12:00:37] Iratii : Any news?

[6/5/25, 12:06:27] Mina Yavari Me Debe Dinero: Hi Irati

[6/5/25, 12:07:21] Mina Yavari Me Debe Dinero: I hope you're doing well

[6/5/25, 12:07:24] Mina Yavari Me Debe Dinero: Vlad's on it

[6/5/25, 12:07:38] Mina Yavari Me Debe Dinero: He said he'll contact you

[6/5/25, 16:04:21] Iratii : Thank youuu

[6/5/25, 16:05:37] Mina Yavari Me Debe Dinero: No Worries at all

[12/6/25, 16:55:42] Iratii : Hi mina

[12/6/25, 16:56:12] Iratii : Vlad told me sometime by this week they where going to make the payment maybe today is his day off <Se editó este mensaje.>

[12/6/25, 16:56:16] Mina Yavari Me Debe Dinero: Hi there Irati. you alright?

[12/6/25, 16:56:44] Iratii : Can you let me know if there is any updates please

[12/6/25, 16:57:04] Mina Yavari Me Debe Dinero: I'm afraid he's on annual leave and he'll be back after 20/06

[12/6/25, 16:57:40] Iratii : And what is going to happen now?

[12/6/25, 16:58:50] Iratii : <adjunto: 00000168-PHOTO-2025-06-12-16-58-50.jpg>

[12/6/25, 16:59:42] Mina Yavari Me Debe Dinero: Let me ask my other colleague who took the responsibility for this period

[12/6/25, 16:59:53] Iratii : Thank you

[13/6/25, 14:02:54] Iratii : Hi Mina. Please I need to know what is happening

[13/6/25, 14:58:39] Mina Yavari Me Debe Dinero: Hello Irati. Sorry these two days I've been so busy that's why I havent get back to you sooner. You're not in today's refund list but they have your name and it'll be proceed

[13/6/25, 15:08:57] Iratii : Okayy thank you

[30/6/25, 17:32:06] Iratii : Eliminaste este mensaje.