



Frequently Asked Questions (FAQ)

Pre arrival and Arrival information

Dockside Apartment

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Arrival:

You can check into the apartment from 2.30pm. You may not check-in early unless previously arranged.

We will send you a welcome letter entailing all details of the arrival process as soon as we have received initial payment.

Arrival charges:

For the majority of the time, this is a complimentary service (Mon – Sun 5am-10pm). Outside of these times there is a small fee of £50 applicable. Payment (if required) is arranged and quoted at time of booking. This will be a part of the total price quoted you on booking. You do not pay the driver anything (no tips required).

If payment is required later (i.e. late arrival or unknown arrival time) then we can either take this from your security deposit or arrange a separate Google Checkout invoice.

Apartment payment and booking details

For current and future reference, here are our payment and cancellation procedures and policies.

When does the full payment need to be paid?

The full payment needs to be received in our account **TWO WEEKS** prior to arrival. The guest is liable for a £40 late payment fee and/or cancellation of their booking if full payment is not received before this time.

We recommend that to avoid complications you send the payment 24 hours before its due date.

Can I pay you in cash on arrival?

No. We prefer not to handle cash, and we feel that it is easiest for both parties. Also, we are not able to meet you at the apartment on your arrival – you are able to enter the property as and when you wish.

What is security deposit for?

We ask for a security deposit of £200. We put the deposit in place to ensure that guests take good care of the apartment and leave it in good order. As soon as you depart and the cleaner inspects the apartment we cancel the transaction. If something was to break or malfunction whilst you are in the apartment, please inform us by calling or emailing. Obviously if it is an emergency, then telephone is the best way. For your own peace of mind, we very rarely hold people's deposit back as a result of damage.

Cancellation and refund policy:

On booking an apartment, the 20% booking deposit is non-refundable.

The 80% full balance payment is due **TWO WEEKS** before arrival. Feel free to pay the full balance at any time via the email invoice we would have sent you. We reserve the right to cancel your booking if we do not receive full payment one week before arrival.

The full balance will be payable and forfeited if you cancel **only within TWO WEEKS** of arrival. If you cancel before this time, only the 20% booking deposit will be retained and the 80% balancing payment will be refunded (if this has been paid).

Booking price and quote policy:

We reserve the right to change advertised prices with no notice. Existing quotes will be honoured under these circumstances. **Once you have made your booking at a certain rate, the rate will not change** – regardless of future rate adjustments.

Departure:

Checkout time is 10.00am. You may not check out late unless previously PAID FOR and arranged.

Upon departure, please ensure all windows in the apartment are closed and all electrical items are switched off.

When you leave, please ensure that both the apartment and the building front doors are firmly locked.

Ensure that you leave BOTH sets of keys in the designated areas, so that they can be easily found by the housekeeping team.

Please leave the main set of keys (set 1) as designated. There will be a sign in the apartment explaining where to leave them (found on the back of the front door). The location depends on whether you need the keys to exit the apartment (some front doors require the keys to shut them).

Please return the second spare set of keys (Set 2) to where you found them. There will be a sign in the apartment explaining this.

On departure:

(1) Please ensure you leave the apartment before 10.00am (unless previously PAID FOR)

(2) Leave BOTH sets of keys in the designated locations as described by the sign on the back of the apartment front door.

Luggage Storage:

Due to the nature of the apartments, we have no access to communal areas or lobbies. Therefore we have no ability to store any of your luggage outside of your booked stay.

There are no luggage storage facilities available – either before or after your stay.

Airport transfers:

Taxi:

Chauffeur Centre is a reputable car hire company for airport transfers. They are a fully licensed taxi company offering a good service. Please arrange airport transfers in advance with the company.

Chauffeur Centre Ltd
10 - 16 Tiller Road
London
E14 8PX

PH: +44 207 858 7999

The prices, arrangement and payment of any extra services (such as airport transfers) are to be arranged directly with the taxi company.

How do I get to the apartment from Stansted Airport?

The most convenient way to get from Stansted airport is by using the “Stansted Express” train. This takes about 45 minutes and is £20 for an adult and £10 for a child, and departs every 15 minutes on 00, 15, 30 and 45 minutes past each hour. This train will take you to Liverpool Street station in London. For more information, check their website.

<https://www.stanstedexpress.com/>

Once you reach Liverpool station, you can either take a taxi or take the London underground tube. The apartment is 4 miles from the station which is well serviced by taxis.

If you decide to take the Tube (London Underground) from Liverpool Street then the most direct route is to take the Hammersmith & City line eastbound to West Ham station. At the West Ham you will have to change to Jubilee line and take it west to Canary Wharf station.

Once at Canary Wharf you can call a taxi or if you are travelling lightly you can walk to the apartment. This is a pleasant 900m walk in which you cross the Will Wall Docks waterway using the walking bridge beside the Hilton Hotel.

To/from Heathrow Airport

It's easy to get from Heathrow to the Dockside apartment using public transport (tube). Though be aware, the tubes are very busy during peak-hours, and can be difficult if you are carrying large amounts of luggage.

From Heathrow take the Piccadilly (Dark Blue) line to Green Park and change for the Jubilee (Silver) to Canary Wharf. See the above-mentioned details for transport from the surrounding tube stations.

To/from Gatwick Airport

There is a fast train service from Gatwick Airport straight into London Victoria Station. The train costs £16.90 one-way or £28.80 return and takes approximately 30mins. The child fare is £8.45 and £14.40 respectively.

Trains run every 15mins throughout the day to the airport from 5:00 to 23:45 Monday to Sunday. Trains into London Victoria begin at 5:50 and run at 15mins intervals until 00:35. Please check their website for full information. www.gatwickexpress.com

From Victoria Station you can take the Victoria Line to Green Park and there change to Jubilee Line to Canary Wharf. There you can call a taxi or follow walking instructions above.

To/from Luton Airport:

Luton airport is 30 miles to the north of central London. It does not have such good transport links as the other airports. The two main options are either train or bus (coach).

Train: [First Capital Connect](#) (formerly Thames link) operates up to six trains per hour. Take the train to London Bridge station, journey time from 35 minutes. From there you can catch a Jubilee Line to Canary Wharf underground station.