



Frequently Asked Questions (FAQ)  
**Pre arrival and Arrival information**  
**Thames View Green 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 instructions (finding the right building)*

From the key pick up area which is located in the area in front of the Concierge Office to the right of Lloyds Pharmacy. Face towards the Concierge office and walk a few meters until you reach the stairs at the far wall. Walk up the stairs then take the first right and enter into the outside Plaza. There you will see a Pret-A-Manger café straight ahead of you. Walk towards it and then take the second left, the entrance to Bridge House is just on your right.

For step free access simply walk around the building with the St George Wharf complex on your left and the main road on your right until you get to the corner. Walk up the slope into the outside Plaza, past Pret-A-Manger café and the main entrance to Bridge House is on your right.



Maps are on display in the grounds of the complex and within this information.

Once in front of the main entrance to Bridge House use your black plastic fob (key) and touch it against the key logo on the left of the door below the keypad. The door will beep enabling you to pull it open. In case it doesn't work first time please try it again until it does.

Walk into the main lobby and turn right at the end of the lobby, through the double doors. (The letter/postbox is to be found in the lobby, the right as you enter the building. This is where you should leave one set of keys upon departure, posted in number 79).

Take the lift up to the 5<sup>th</sup> Floor and proceed to apartment 79. Use the two keys you have to open the door.

### ***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.

### ***Deposit Payment:***

To secure your booking we need to have received your booking deposit. This is 20% of the total price if you booked well in advance. Or the full payment is required if you are arriving within 14 days of the booking date.

Please ensure that this payment has been made in order to secure your booking.

Please note: If you are a last-minute booking, then full payment will be taken on booking.

### ***Full Payment:***

The outstanding balance (usually 80%) of your tariff **must be paid TWO weeks prior to arriving** at the apartment. You **may be liable for a £40 late payment fee and/or cancellation of their booking** if full payment is not received before this time.

### ***If using Google Checkout:***

A *Google Checkout* invoice for this amount will be emailed to you shortly. This invoice might sometimes be filtered into your junk mail. If you don't receive this invoice within 2 hours, please check your junk mail account. Please pay this invoice 14 days prior to arrival.

### ***If paying direct using your credit card:***

We will automatically debit your card (the one you provided already) for the remaining balance 14 days prior to arrival. Please ensure that your card is active and has sufficient credit for this payment.

**\*\*\*Full payment is required TWO WEEKS (14 days) before arrival\*\*\***

***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 checkout 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.

## Airport transfers:

### **Taxi:**

Waterloo Car Hire 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. Mention "Boutique London Lets", the apartment name and whether you wish to "pick-up" or "drop-off" the keys at the same time (Refer to "Arrival & departure – key pick-up & drop-off" section above)

**Waterloo Car Hire (taxi)**  
229 Southwark Bridge Road  
London  
SE1 6NP  
**+ 44 (0)20 7407 3456**

The prices, arrangement and payment of any extra services (such as airport transfers) are to be arranged directly with the taxi company. Please note that Boutique London Lets does not arrange these bookings.

### **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 £18 for an adult and £9 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 less than 3 miles from the station which is well serviced by taxis.

To get there by tube, from "Liverpool Street Station" take the "Central Line (red)" toward the centre, and get off the train at "Oxford Circus". Change train here onto the "Victoria Line" (blue)" heading south. Get off the train at "Vauxhall Station".

Leave the station on the River Thames side and cross the multiple roads to get to the River Thames side pavement. You will be beside a huge modern residential development called St Georges Warf. This is your apartment complex.

Find the concierge office and wait outside there for the taxi company to deliver your key (first time arrival), as per key/arrival instructions. The concierge office is at the front of the development (facing Vauxhall bus station), and near to the 'Lloyds Pharmacy' (drug store).

### ***To/from Heathrow Airport***

It's easy to get from Heathrow to the Thames View 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.

You need to get on the Piccadilly line at Heathrow, heading towards Cockfosters via central London. Change lines at "Green Park" station onto the "Victoria Line" (blue) southbound (toward "Brixton"). Alight the train at Vauxhall Station.

The apartment is a 2 minute walk from here. See above for walking directions.

### ***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](http://www.gatwickexpress.com)

Once at Victoria station you can either take a short Taxi across the river from the numerous Black Cabs waiting at the main entrance to the Station (signs are on display) or you can get on the Underground (at Victoria Station) using the Victoria Line (blue) going Southbound, and alight the train at Vauxhall Station. From there it's a 2 minute walk across the road as per 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. An hourly service operates through the night to and from St Pancras International and Black Friars. However, please note there are no trains between approximately 01:00 and 03:00.

From those respective stations, take either a tube or taxi from there to Vauxhall Station, from there it is a short walk to the apartment.

**Alternatively, if you would like to travel by taxi, you can either hail a Black Cab on the street; or if you wish to pre-book we can recommend you use the taxi company below. See below for details.**