



Frequently Asked Questions (FAQ)

Pre arrival and Arrival information

The Grosvenor apartment

Arrival:	2
Arrival charges:.....	2
Apartment payment and booking details	2
Cancellation and refund policy:.....	2
Booking price and quote policy:.....	3
Departure:	3
Luggage Storage:	3
Airport transfers:	4
Taxi:	4
How do I get to the apartment from Stansted Airport?	4
To/from Heathrow Airport.....	4
To/from Luton Airport:.....	5

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 payment. With this apartment the doors have coded entry. So you will be able to arrive at the apartment at any time and enter conveniently.

Arrival charges:

We accept arrivals 24 hours a day, 7 days a week at this apartment. The building is not staffed though and there is no reception so it is essential that you read the arrival information before you arrive so you know how to gain access.

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 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 ONE sets of keys in the designated area inside the apartment, so that they can be easily found by the housekeeping team.

Please leave the main set of keys (set 1) in the box by the main door, where you found them where you arrived. 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).

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 less than 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 Circle line eastbound to St. James’s Park station. Once at St. James’s Park station it’s only a 150 meter walk to the apartment. Head along Broadway Road till you reach Victoria Street, cross it straight and you will get to Strutton Ground St. The apartment is above the ‘EAT’ shop. The main entrance can be found on Old Pye Street (by EAT shop). It’s the second door on the left side of the street.

To/from Heathrow Airport

It’s easy to get from Heathrow to the Grosvenor 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 Gloucester Road and change for the Circle Line (Yellow Line) to St James’s Park station. See the above-mentioned details (Stansted) for walking instructions 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 Circle Line to St James's Park station, walking instructions from there above. If you prefer to walk there is about 1km walk, just head straight down Victoria Street till you reach Old Pye street on your right. Apartment is 30 meters down on your left (above EAT shop).

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 Blackfriars station, journey time from 35 minutes. From there you can catch the Circle Line to St. James Park underground station. See the walking instruction above to get from the station.