

The Southwark general apartment Frequently Asked Questions (FAQ)

Apartment amenities and usage instructions.....	4
Access to the apartment:.....	4
What furniture does the flat have, and are utensils and linen provided?.....	4
Internet provision (and how to use)	4
Telephone	4
Stereo.....	5
Hot water in flats	5
Heating.....	5
Beds available	5
Linen and Towels	5
The washing machine	5
Cooker & cooking facilities.....	6
Cooking hob:	6
Fan oven:.....	6
Microwave:	6
Fridge/freezer:	6
Consumables & Toiletries	6
Other item:.....	6
Rubbish	7
Wheelchair access.....	7
Checkout & Luggage storage	8
Check-out times:	8
Luggage storage (before or after stay):	8
Luggage storage facility (separate company):	8
Departure – key drop-off.....	9
Guest keys – two sets available:	9
Lost keys:.....	9
Optional Extras.....	10
Out of hour's arrival:.....	10
House-keeping services:	10

Cot for baby:	10
Fold-out beds (for existing and extra guests):	10
Early check-in or late check-out:.....	10
Maintenance and repairs.....	11
Airports - Getting to & from the apartment.....	12
How do I get to the apartment from the airports?.....	12
Airport transfers:.....	12
How do I get to the apartment from Stansted Airport?	12
To/from Heathrow Airport	13
To/from Luton Airport:	13
Taxis, Cars & Parking.....	14
Taxi:.....	14
Car hire:.....	14
Streetcar car hire:	14
Parking:	15
Congestion Charge ©.....	15
Public Transport.....	16
Travel information Hotline:.....	16
Buses:	16
Tube stations (subway):.....	16
Oyster Card - Getting around on public transport.....	16
Local attractions.....	17
Specials and discounts	18
5% Loyalty Reward:.....	18
Seasonal specials:.....	18
Apartment payment and booking details.....	19
When does the full payment need to be paid?	19
Can I pay you in cash on arrival?.....	19
What is security deposit for?	19
Cancellation and refund policy:	19
Booking price and quote policy:	19
Websites to help you with your stay	20
Getting around.....	20
Entertainment.....	20

General..... 20

Going out – Pubs, Bars and clubs..... 20

Theatre, tours and cinema:..... 20

Taxi Service 20

Terms and conditions..... 21

Further information 23

 Emergency contact numbers: 23

 General issues: 23

Tube map 24

Apartment amenities and usage instructions

Access to the apartment:

There is lift access up to the apartment from the Lobby.

What furniture does the flat have, and are utensils and linen provided?

The property is fully furnished and equipped. The kitchen is fully stocked with utensils, pots and pans; however, there will be no food on your arrival (due to health and safety reasons).

The living room has a dining table, six chairs and a corner sofa and an armchair.

There are two bathrooms including an en-suite. There is one bath - in the main bathroom - and two showers.

The apartment will be stocked with basics: coffee (instant), tea, sugar, milk potties (UHT), oil, salt and pepper. The bathrooms will be stocked with soap, shower gel and toilet paper, and soaps for the washing machine (clothes) are provided also.

Standard household items include: coffee plunger, clothes iron and ironing board, hair dryer, and clothes drying horse.

All linen is provided including all bedding and blankets, and towels for the bathrooms.

Internet provision (and how to use)

We provide complimentary wireless broadband Internet access, which has unlimited data, so please use this as much as you like. It is high speed at about 6-8Mb.

The access key is provided by the television. Just find the corresponding network and type in the wireless key as the password. If this access sign is missing, the network key and password can be found on the back of the back of the black broadband modem.

Unfortunately we cannot provide assistance with connecting your computer. We have thoroughly tested the connection process and it is very straight forward to use.

Telephone

We provide active inbound phone lines to our apartments. For billing simplicity, we restrict outgoing calls to free numbers only. Examples of this are 0800 and 0845 numbers. You can also call the emergency services on 999 – for emergencies only.

The phone number of the apartment is listed in this folder. If you wish to make outgoing or international calls, we recommend you purchase a 'calling card'. These can be purchased from a range of shops including most convenience stores and news agents. Certain cards can provide very cheap local and/or international calls. There is no charge for use of the apartment phone for free phone numbers.

You will find your apartments phone number on a separate page within this folder

Stereo

The apartment has a stereo which can be connected to an iPod or MP3 player. We ask that you please respect the neighbours when listening to music.

Hot water in flats

There is hot water and heating provided by a gas combination boiler which heats water as and when it is required. The hot water will not run out.

Heating

The heating in the apartment is managed by the combination boiler. This gas boiler can be found in the kitchen cupboard. There is a switch for the boiler under the boiler cupboard and then also another switch on the boiler. Both of these switches need to be left on. There is also a dial/knob on the boiler showing different heat settings for the water and radiator. This can be left on a high heat.

To control the heat for the apartment, there is a thermostat on the wall of the hallway (in front of the master bedroom). Use this thermostat to determine the heat for the apartment.

Each room has individual radiators. Each of them has a dial/knob which can adjust individual heat settings. Ideally these are left open at all times.

Beds available

The apartment has two Queen size orthopaedic beds (one in each bedroom) and a sofa bed in the living room. This is a double sofa bed.

Linen and Towels

A full set of linen and towels are left for each guest. Please advise us if you wish to have the flat cleaned or the linen changed during your stay. We would be glad to arrange this for you, but please try and give us 48 hours notice. There is a complimentary clean at the end of your stay only.

For costs of this service see [*Optional Extras*](#) section below.

There is spare linen in the cupboard, but we ask that you refrain from using this unless necessary (and please inform us if you do use it so it can be re-stocked).

The washing machine

Please feel free to use the washing machine during your stay. You will find the washing powder stored in the cupboard below the sink. There is only a washing machine and a dryer in one machine. We do have airing racks though in the cupboards to dry your clothes

- The machine is a washing machine and a drying machine.
- Main switch is found under sink cupboard (middle one). This should be left on at all times.
- Choose program by using rotary knob – right side
- In the middle of control panel are more options – quick wash, spin speed, drying
- for drying – the button must be ON and drying time selected
- press ON/OFF button and cycle will start
- when is finished on the display will show END
- then, press button (door open) to open washing machine door – right side.

Do not force the door open. The door locks during operation and the handle will break if forced.

Cooker & cooking facilities

Enjoy the use of the fully equipped oven, hob and cooking facilities during your stay. We ask that you are considerate with your cooking and refrain from cooking things which may cause the kitchen and other parts of the apartment to smell for future guests. Examples of this are fish; frying and cooking in fat and spicy foods.

We also ask that you leave all of the pots; pans; cooking utensils, and cooking surfaces in good order for future guests and that you wash up after yourself.

Cooking hob:

- Gas hob
- Main switch under sink cupboard (first from left)
- 4 classic gas burners

Fan oven:

- Electric/fan
- Main switch under sink cupboard (the same switch as is for hob)
- Rotary knob (left) for heat level
- Middle - timer
- Right knob – type of cooking
- Choose type and heat of cooking, it will start automatically

Microwave:

- Top knob – choose cooking power
- Bottom knob – choose time
- And will start

Fridge/freezer:

- Plugged in the socket behind the fridge
- Inside the fridge – rotary knob for temperature

Consumables & Toiletries

If you run out of toilet paper in the bathrooms please feel free to help yourself to the supply stored in the kitchen cupboard, below the sink.

The apartment will be stocked with basics: coffee (instant), tea, sugar, milk pottles (UHT), oil, salt and pepper. The bathrooms will be stocked with soap, shower gel and toilet paper, and soaps for the washing machine (clothes) are provided also.

Standard household items include: coffee plunger, clothes iron and ironing board, hair dryer, and clothes drying horse.

All linen is provided including all bedding and blankets, and towels for the bathrooms.

Other item:

Windows:

- In the both bedrooms window handle must be pulled up, then turn the key to unlock, then push handle down and door will open
- To close – pull handle up and turn the key to lock

Bathroom fan:

- Switch above bathroom door from outside

Heated towel rail:

- Rotary knobs on the rail bottom

Fuse box:

- Hallway – small top cupboard in front of main door
- There is also switch for oven/hob

Extractor hood:

- Main switch under sink cupboard – third from right side

Rubbish

Any normal refuse will be removed by the cleaners after your departure. So feel free to leave normal amounts of rubbish in the apartment.

However, if you are staying for an extended period, please dispose of rubbish throughout your stay. **To do this, tie the rubbish bag, and leave it on the pavement outside the property in the morning. You must leave the rubbish on the curb side**, if you leave it beside the building wall, it will not be picked up. There should be rubbish bags from the local food companies – just follow what they are doing.

Wheelchair access

We are very happy to accommodate any wheelchair users, and we will do our utmost to accommodate your needs. Please advise us as early as possible if any one of your party has special requirements.

The building does have an elevator able to accommodate a wheelchair however doorways, corridors and bathroom facilities might not be easy to navigate depending on ability.

Checkout & Luggage storage

Check-out times:

Check –out time is 10.00 am – no luggage storage available after departure.

We ask that you vacate the apartment promptly as our cleaners will require the apartment empty in preparation for the next guest.

Late check-out option: EXTRA PAYMENT REQUIRED (booked in advance).

If you wish to check out **after 10.00am and before 6pm**, please advise us at the time of booking. **An additional charge of £75 applies.**

If you desire to stay any later than 6pm, you will need to pay the full tariff for the next night. We will strive to accommodate you subject to availability – must be booked in advance.

Late check-outs must be approved & paid for at time of booking. We're unable to accommodate last minute late check-out requests. We're unable to store luggage after check-out.

Please refer to the brochure for early check-in and late checkout charges or email bookings.

Luggage storage (before or after stay):

Unfortunately we provide no luggage storage service either before or after your stay. 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's outside of your booked stay.

There are no luggage storage facilities (before or after stay)

Luggage storage facility (separate company):

There is a luggage storage service available in London and found at most of the major railway stations. Please free to make your own enquiries. They can be contacted on:

Excess Baggage Company

Platform 12 - Paddington

Praed Street, London W2 1HS

Tel: 020 7262 0344

Fax: 020 7402 3012

Email: left.luggage@excess-baggage.com

Departure – key drop-off

Checkout time is 10.00am. You may not check-out late unless previously 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 10am (unless previously arranged).**
- (2) Leave BOTH sets of keys in the designated locations as described by the sign on the back of the apartment front door.**

Guest keys – two sets available:

The first set of keys will be delivered to the apartment on your arrival. There is a second set of keys for use during your stay can be found on top of the dining room table. Please ensure that you return the keys to this position prior to your departure.

Lost keys:

For security reasons, lost keys result in a £150.00 charge to cover the cost of replacing the locks to the apartment.

Optional Extras

We offer a range of optional services to make your stay more enjoyable and convenient.

Out of hour's arrival:

For your convenience key delivery and pick-up is a personalised service. Between 5am-10pm (Mon – Sun) this is complimentary, there is a small charge out of these hours of **£50**. Please advise us of your arrival time on booking (can be paid afterward if unsure).

House-keeping services:

Guests can request to have the apartment cleaned and all linen changed during their stay. Please allow **48hrs notice** to arrange: **£50**

Cot for baby:

A high quality fold-out cot for your baby is provided. Please make arrangements and take your own linen and blankets along. The cost for the baby cot is **£5 per night**

Fold-out beds (for existing and extra guests):

There is a very comfortable sofa bed in the living room. Please advise us in advance if you wish to use this. An **extra charge of £20 per person per night applies**. This includes the bedding and towels.

Early check-in or late check-out:

Later check-outs or earlier check-ins can be arranged subject to availability. See below for details. There is a partial stay fee applicable of **£75 per request**.

Please notify us if you need anyof these services in advance.

Prices are subject to change

Maintenance and repairs

We take great pride in the condition and high quality of the apartments. We have a strict maintenance regime, and respond to all repairs as soon as possible.

If you notice there is a maintenance requirement or repair during your stay, please inform us as soon as possible. We will attend to the issue promptly. We aim to hinder your stay as little as possible; and also have the apartment in top shape for the next guest.

To notify us of any breakages, repairs or maintenance, please email us at the address below. Please put "MAINTENANCE" in the subject title and ensure to name which apartment and the nature of the problem. Email us at: info@boutiquelondonlets.com

Airports - Getting to & from the apartment

How do I get to the apartment from the airports?

There is an excellent website called "Transport for London" which gives you all the information on travelling to/from an airport. Please have a look at this link:

<http://www.tfl.gov.uk/gettingaround/2558.aspx>

We have provided some basic information below to help you.

For greater local detail, please refer to *Google Maps UK* (www.maps.google.co.uk) and enter in the apartment's postcode (above)

Airport transfers:

Waterloo Car Hire is a reputable firm based near Waterloo and is available to pre-book or call at time of need. Maximum waiting times should not exceed ten minutes from your apartment.

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

If you would like an additional service such as airport transfer then please arrange this yourself by calling them on +44 (0)20 7407 3456, quoting **Boutique London Lets** and **stating the address or name of the apartment** along with the nature of the extra service desired and they will be happy to assist you.

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/index.asp?SID={4AA2761B-4B98-4E61-97F5-5B930E3C7BE2}>

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 "Bond Street". Change train here onto the "Jubilee" (silver) line heading south. Get off the train at "Southwark Station". Come out of the station and turn left onto Black Friars Road, and walk North until you turn left into Stamford Street. Turn left into Stamford Street, and walk along this road for 3 minutes until you reach number 56 on your right-hand-side. This walk takes 10 minutes (650 metres).

To/from Heathrow Airport

It's easy to get from Heathrow to the Southwark 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 "Bond Street" station onto the "Jubilee Line" (silver) southbound (toward "Stratford") of the line at and exit at "Southwark Station". The apartment is a ten minute walk from here – as described above.

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

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 using either the District or Circle Lines (green and yellow) going Eastbound and change at "Westminster Station" and take the Southbound Jubilee (silver) line train and alight at "Southwark Station" and follow the directions.

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.

Coach: Green Line route 757 operates up to four coaches per hour to and from Victoria station, 24 hours a day. Journey time from 65 minutes.

From those respective stations, take either a tube or taxi from there to "Southwark Station" on Jubilee line (Silver), from there it is a short walk to the Southwark apartment – see above for details..

<p>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.</p>

Taxis, Cars & Parking

Taxi:

Waterloo Car Hire is a reputable firm based near Waterloo and is available to pre-book or call at time of need. Maximum waiting times should not exceed ten minutes from your apartment.

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

If you would like an additional service such as airport transfer then please arrange this yourself by calling them on +44 (0)20 7407 3456, quoting **Boutique London Lets** and **stating the address or name of the apartment** along with the nature of the extra service desired and they will be happy to assist you.

Car hire:

There are numerous car hire companies located around London. Whilst we can't personally recommend any as particularly better than others, we can give you some advice about local ones.

SIXT Rental Cars is located very near to Victoria Station. They hire a wide range of vehicles for competitive rates. Be aware though that if you hire a car from Central London, you will also have to pay the daily £10 congestion charge.

SIXT rental cars:

Location: Victoria Station, NCP Car Park, Eccles Ton Bridge, London, SW1W 9SJ

Phone: 0207 828 4099

Web: www.sixt.co.uk

Streetcar car hire:

If you want a car quickly and often, there is a fantastic car hire company called Streetcar (Streetcar.co.uk). Streetcar has cars parked in a dense network of dedicated spaces across London and several other UK cities, typically within a few minutes' walk of your apartment, and from virtually anywhere in Central London. You can use one for as little as 30 minutes or as long as 6 months. You do not have to pay for fuel and the congestion charge is shared. They are reserved online or by phone, and can be collected and returned 24/7 using one of our high-tech smartcards. You usually have to pay a joining fee, but please enquire directly if you are interested.

Streetcar:

Location: everywhere booked online or over the phone.

Web: www.streetcar.co.uk

Email: services@streetcar.co.uk

Ph: 0203 00 47811

Parking:

There is no available parking specific to your apartment. It is typically very expensive and difficult to park in Central London.

You are able to park on the street, but be careful to pay attention to the various parking restrictions and zones. The different zones are explained by the street signs nearby. You can often park on single-yellow-lines after 6.30pm on weekdays and on the weekends; but make sure you check the specific signs before you do this.

The London parking attendants are very vigilant, and parking tickets are typically minimum £60, so don't risk a parking fine!

There is an excellent website which can help you with your parking needs. It has information on all official and private parking spaces in London. Go to: <http://en.parkopedia.co.uk/parking/london/>

Congestion Charge ©

London has a congestion-charging zone Monday – Friday 7am – 6pm. The St. James's Apartment is within this zone, as is most of Central London. If you drive or park a car in this zone between these times, you will need to pay £10.00.

You will need to pay this ON THE SAME DAY that you enter the zone; otherwise they introduce a penalty fee. You can pay this charge either at a petrol station or convenience store; or online at www.tfl.gov.uk/roadusers/congestioncharging/

Public Transport

Travel information Hotline:

London has fantastic public transport, and also a fantastic transport information helpline. This is a free service provided by Transport for London (TFL) who manages all of the public transport across London.

This is an exceptionally useful service. We recommend that you use this if you are ever in doubt. They are open 24 hours and even give advice and contact details for taxis.

<p>Travel information helpline Their number is: 0207 222 1234. Website: www.tfl.gov.uk</p>

There is a **TUBE MAP** at the end of this document (please do not remove this map). We are nearest to Waterloo or Lambeth North Tube stations. **We recommend picking up a free tube map from any station.**

Buses:

The signs at the bus stops are very informative and provide very clear guides to the bus numbers and their times and routes. 'Night buses' operate all through the night, but offer less routes and are less frequent.

There are numerous bus stops close to the Southwark apartment, the main street nearby for busses are (i) Stamford St., and (ii) Black Friars Road.

Tube stations (subway):

The closest station to the Southwark Apartment is Southwark Stations (Jubilee line (Silver)), a ten minute walk from the apartment. To access the station, turn left out of the building and walk along Stamford Street until you reach Black Friars Road. Turn left onto this road and then carry on until you reach Southwark Station on your Right (at the corner of Black Friars Road and The Cut).

Oyster Card - Getting around on public transport

If you intend to use public transport at all, we recommend getting an Oyster card. This is a card that you can top-up with money, which can be used on all London, trains, buses and tubes. It is a very easy and convenient system.



You can either buy a daily, weekend, or weekly travel pass – which allows you unlimited travel for the period – or just pay-as-you-go.

Oyster cards can be purchased from all Underground stations (£3.00 deposit required) and topped up at all stations and many convenience stores displaying the blue oyster banner.

Local attractions

There are too many to mention, although we highly recommend taking a stroll both east and west along the Southbank, with its vast array of festival halls, art galleries and historic buildings.

If you like theatre, then the Old Vic theatre is 10 minutes walk away (corner of Waterloo Road and The Cut) and has some great productions, and is famous for its resident director – Kevin Spacey, who also lives nearby!! The Young Vic theatre which is closer to your apartment (600metres walk, located on The Cut), shows very cutting edge with many up and coming new actors.

For a rich selection of excellent restaurants please visit www.toptable.com as there are simply too many wonderful places to eat to detail here.

However, for fantastic local Gastro-Pub cuisine, checkout the Anchor and Hope, which is located at 36, The Cut, SE1, approx five minutes walk. The food in here is great, and it is first come first serve and tables do go quick! To check serving times, you can call +44 (0) 20 7928 9898.



And some more:

- The London Eye (aka the Millennium Wheel) - the most successful tourist attraction in the UK!
- The Southbank - a cluster of Music Halls, Theatres and Art Galleries all situated on the Riverside including: The National Theatre, The Royal Festival Hall, The National Film Theatre and The Queen Elizabeth Hall
- The Design Museum
- The Globe, a replica of William Shakespeare's famous play house.
- Trafalgar Square - Just across the river, but still within walking distance
- Big Ben and The Houses of Parliament - Just across the river too, but still within walking distance!

Hyde Park, Piccadilly Circus, Soho, The British Museum, the Science Museum and The West End are all within a short tube journey away.

We recommend using a 'London A-Z' map on your stay. And check out our website for more travel ideas and tips: www.boutiquelondonlets.com

Please refer to the following section "*websites to help you with your stay*" in this FAQ for a comprehensive list of helpful websites, information and guide portals.

Specials and discounts

Stay on top of our great specials and discounts. We would love to have you stay with us again!

5% Loyalty Reward:

For any returning guest, we offer a 5% loyalty discount. This is on top of any other seasonal discount running at the time. We would love to have you back, so please either contact us directly for another booking in the future, book on our website (www.boutiquelondonlets.com), or contact us through the usual holiday lettings portals.

Seasonal specials:

We are constantly having seasonal specials and discounts, so keep checking in on our website for the latest deals: www.boutiquelondonlets.com

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. Sometimes Google Checkout (our online payment system) rejects some payments, if this occurs, then delays may arise; so please allow plenty of time to pay.

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. We charge your credit/debit card the £200 but do not actually take it from your account. We just make sure the amount is available. We use Google Checkout which is a very safe and efficient international money system, so you are safe, and it is convenient for all.

What is security deposit for?

We ask for a security deposit also – for our security. This is a £200 bond. We use *Google Checkout* for this also. Please note though that **we do not charge your debit/credit card**, we just hold this amount as available. This damage deposit is **fully refundable** on departure of the apartment.

We put the deposit in place to ensure that guests take good care of the apartment and leave it in good order. We can also use this payment to recoup any extra costs such as unannounced early-check-ins etc. 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 due to 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. **If you book your apartment, then the price that you have done so at, is the price that you will pay** – regardless of future price movements.

Websites to help you with your stay

There are hundreds of great websites that will help you get maximum enjoyment and use out of your apartment, travel and London itself, here are just a few:

Getting around

Transport for London – Journey Planner:

A great website which helps you with all forms of transport within London. Includes taxis, trains, airport transport, local busses, pricings and tickets. This is an essential website for making your travel easy!

www.journeyplanner.tfl.gov.uk/

Transport for London - Airport transport

Essential information for how to get to and from the airports, including prices.

<http://www.tfl.gov.uk/gettingaround/2558.aspx>

Google Maps

This is an essential tool for finding your way around London. Enter your area code and away you go!

www.maps.google.co.uk

Entertainment

Time out – London

Want things to do and see? Time out is a comprehensive website listing all the great things to do in London (generally) and the upcoming diary of events – and more! Also includes restaurant reviews.

www.timeout.com/london/

Restaurants and eateries

This website provides a comprehensive list of restaurants and eateries in London. Search by area, price or style. Read user reviews and ratings.

www.london-eating.co.uk/

General

BBC weather:

Track the weather in London and UK.

www.bbc.co.uk/london/weather

BBC News - London

Latest London news and events from BBC. Includes TV listings and sport.

www.bbc.co.uk/london

Going out – Pubs, Bars and clubs

This website provides a comprehensive list of all the bars, pubs and clubs that London offers including user reviews and photos.

www.viewlondon.co.uk/

Theatre, tours and cinema:

London is famous for the dozens of plays and musicals it stages at any one time. This Website provides comprehensive listing, reviews and ticket sales information.

<http://www.officiallondontheatre.co.uk/>

Cinemas and movie listings

London is one of the greatest cities for movies and cinemas. This is a comprehensive guide to London cinemas - film listings and times for all cinemas in Greater London

www.viewlondon.co.uk/cinemas.aspx

Walking tours

London is awash with history, mystery architectural wonders and more. Take a (often very cheap) guided tour and see it all!

www.londonwalks.com

Taxi Service

Waterloo Car Hire

229 Southwark Bridge Road

London

SE1 6NP

+44 (0)20 7407 3456

Terms and conditions

Terms and Booking Conditions 2010

1 Contract Hire

The Contract of Hire will be between the company (the Company) of the property and you the customer (the Guest). Boutique London Lets (the Company) act as principals of the property.

1 Agreement

1.1 These Terms and Booking Conditions are available on the website and are issued with the Confirmation Invoice. The making of a booking will form an agreement on these Terms and Conditions (the 'Agreement') between the Guest and the Company for the holiday rental of the property described in the Confirmation Invoice or as otherwise agreed in writing by The Company and the Guest (the 'Accommodation').

1.2 The Company permits the Guest to occupy the Accommodation for the period shown in the Confirmation Invoice ("Holiday Period") together with the use of the furniture, fixtures and effects. It excludes any rights of tenancy.

1.3 The Guest will be responsible for all payments and for any damage whether caused by the Guest or his or her party. References to 'party' in these Terms and Conditions will include the Guest's family, servants, agents or guests. The Guest agrees to make his or her party aware of these terms and conditions"

1.4 The Confirmation Invoice will show the holiday price at the time of booking. The holiday price is set at the time of booking and shall not change. Prices may vary for the same apartments for that period (special offers, price increases or decreases and last minute deals etc), however these do not affect the agreed price of the Confirmation Invoice or any aspects of the Agreement. Should the Guest choose not to continue with their booking, the guest may cancel as per the Cancellation conditions.

2 Security Deposit

A security deposit of £200 is required with your balance of hire. This will be held against your debit or credit card and will be held for up to 14 days after your departure from your holiday accommodation. We will claim against the security deposit for the repair or replacement of any breakages, losses or damage to the property or contents (fair wear and tear excepted as we do understand that sometimes minor accidents do happen). If you have any breakages, please let us know as soon as possible so that we can make any necessary replacements for the benefit of subsequent guests. Please note that damages and losses are not limited to the security deposit and any costs in excess of this amount will be invoiced and payable in full without delay. The security deposit will also be used to cover any additional costs of cleaning if the property is left dirty or if vacated later than the stated time on the day of departure.

3 Deposit

A deposit of 20% of the total value is required to secure a booking. This applies to all bookings. The booking is secured once the Company successfully charges the nominated credit/debit card. The remaining 80% of the outstanding balance due will be taken from your credit card 14 days prior to arrival.

For bookings created within 14 days of the intended date of arrival, then full payment is required at time of booking.

4 Payment

All payments can only be accepted in Pounds Sterling using the Google Checkout online secure payment system. We do not accept any other form of payment.

5 Final Payment

The full balance of the total holiday cost (including any increase following a revision of prices in accordance with clause 1.4) will be payable not later than 2 weeks before the holiday begins. If the full balance is not paid on time the Company shall notify the Guest of this breach and the Guest will have 5 working days to remedy the breach. If the breach is still not remedied, the Company reserves the right to cancel the holiday booking, and shall retain the deposit as compensation for the damages and any other costs that it suffers under general principles of English contract law.

6 Cancellation

Cancellation within 2 weeks of your holiday will forfeit the full hire amount paid (or due). Cancellation prior to 2 weeks, the full 20% deposit shall be paid (retained) to cover administration and re-letting costs.

7 Right To Refuse/Alter

7.1 The Company reserves the right to refuse any booking.

7.2 The Company reserves the right to cancel or alter arrangements made for the Guest whether before or during the relevant visit (a) in any circumstance which arises from or is attributable to acts, events, omissions or accidents beyond the reasonable control of the Company or Owner or (b) where in the reasonable opinion of the Owner deems it is necessary to perform or complete essential remedial or refurbishment works.

7.3 If a booking has to be cancelled by the Company or Owner, it will take reasonable steps to offer an alternative booking. If the Company is not able to offer such an alternative or the Guest does not accept the alternative offered or the altered holiday arrangements (as the case may be), the Company or Owner will return to the Guest the relevant proportion of the money paid by the Guest in respect of the Accommodation and will not otherwise be liable for any loss caused by cancellation or alteration if it arises out of circumstances beyond its control.

7.4 Where 7.2 (b) applies the Company shall offer the Guest a property in the same or a higher price band (at no additional cost) or in a lower band (where the difference will be reimbursed).

8 Change of Booking

There will be a fee of £50.00 (fifty pounds) for any transferred booking. A transferred booking is from one property to another, a change in the Visitor, or from one date to another. If the transfer requested also involves reducing the length of the holiday, it will be regarded as a cancellation.

9 Guest Accommodation Limitation

Occupation must be limited to the maximum number of persons agreed and paid for as stated in the Agreement (extra charges apply for larger groups for the preparation and bedding and linen provided for them).

10 Joint Bookings

The booking should be made in one name only and that person (the Guest) shall not, without the written consent of the Company, assign the booking.

11 Services

Unless otherwise stated in writing, the holiday price will include all charges for water, gas, electricity, or oil. Guests must comply with reasonable usage and may be charged if excessive energy is consumed during their stay (i.e. Excessive heating whilst leaving doors and windows open).

12 Loss of Guest Property

12.1 Except as indicated below, the Company or the Owner cannot be held responsible for loss or damage to any belongings, or for injury sustained by the Guest or members of his or her party during their stay at the Accommodation. The Company or the Owner excludes liability for loss or damage to any belongings, or for death or injury sustained to the Guest or members of his or her party during their stay at the Accommodation except to the extent that such injury or loss or damage to any belongings is caused by the negligence or default or breach of the Company or Owner.

12.2 The Guest shall be liable for and indemnify the Company or Owner against any liabilities, damages, claims, costs, losses (whether direct or indirect and including loss of profits) and expenses incurred or paid by the Company arising from the Guest's use or occupation of the Accommodation which arise from any breach by the Guest of his or her obligations under the Agreement or from any negligence or wilful default of the Guest and/or the Guest's party.

13 Pets

No domestic pets are allowed - guide dogs for the blind and hearing dogs for profoundly deaf people are excepted. Bookings that include dogs are done so on the understanding that all flea, worming treatments and vaccinations are up to date and on the condition that they are not allowed on the furniture, and especially the beds, nor left unattended in the accommodation. There must be no evidence that a pet has been at the property upon departure.

14 Right of Entry

The Company or the Owner and/or its agents reserve the right to enter the Accommodation at any reasonable time for reasonable cause. This includes the undertaking of unforeseen (internal and external) remedial repairs together with any annual external re-decoration for which access to the inside of the Accommodation may be required. External windows and doors may be opened during this process.

15 Guest Obligations

15.1 The Guest undertakes to keep the Accommodation and all the furniture, fixtures and effects in the same state of repair and condition as at the commencement of the booking period (reasonable wear and tear excepted) and shall pay to the Company or Owners the value of any part of the Accommodation, furniture, fixtures, fittings and effects so destroyed or damaged as to be incapable of being restored to its previous condition. Breakages and damage must be reported as soon as possible.

15.2 The Guest must allow the Company or Owner and/or its agents to enter the Accommodation to inspect the state of it, on reasonable notice, save in emergency when immediate access must be granted.

15.3 The Guest must not use the Accommodation or allow its use for any dangerous, offensive, noisy, illegal or immoral activities or carry on there any act that may be a nuisance or annoyance to the owner or the Company or to any neighbours.

15.4 The Guest and his or her party must comply with any reasonable regulations relating to the Accommodation of which the Guest has written notice. Such regulations will be found in the welcome folder in the Accommodation, typical examples would include any local conditions regarding parking, waste disposal, recycling etc.

15.5 Smoking is not permitted in any part of the Accommodation and the Guest and any member of his or her party undertakes not to smoke inside the Accommodation.

16 Property Cleanliness

The Guest agrees to ensure that the Accommodation is left reasonably clean and tidy. The Guest agrees to pay an additional reasonable charge to cover the expense of additional, unusual cleaning required because the Guest fails to comply with this clause.

17 Family Occupation

17.1 The Accommodation shall be for family use only, and by exception some social-groups (friends etc.). The Accommodation shall not be used for youth groups or other groups or student parties.

17.2 The Agreement is personal to the Guest. The Guest must not use the Accommodation except for the purpose of a holiday by the Guest and the Guest's party during the Holiday Period, and not for any other purpose or longer period.

17.3 The maximum occupancy of the Accommodation shall not be exceeded. If the Guest wishes to hold any function or celebrations exceeding this limit it must first obtain the written permission of the Company and/or Owner. If permission is granted, an additional charge will be levied.

18 Advance Bookings

All properties can be booked well in advance. It is advisable to book early to avoid disappointment, particularly over school holiday periods, major events and public holidays.

19 Comments/Complaints

Every reasonable care will be taken to ensure that the Accommodation is presented to Guests to a high standard. Should the Guest find on arrival that there is a problem, or cause for complaint, the Guest should immediately contact the Company's representative. Reasonable steps will then be taken to assist the Guest. The Company will not normally make any refunds in respect of complaints made after the Guest's departure from the Accommodation if the Guest did not make the complaint or the problem known to the local contact during the holiday. If the Guest wishes to comment on his or her stay a comment/suggestion form may be completed and left in the Accommodation, or alternatively emailed to the Company directly. All complaints made after the Guest's departure must be made in writing and emailed to the Company and received no later than 14 days after the date of departure.

20 Arrival and Departure Times

20.1 Adherence to the arrival and departure times forms part of the Agreement and any stay that extends over this period will be subject to a charge being made for additional days. Arrival time is after 2.30pm on the first day of the holiday and Departure time is before 10.00am on the last day of the holiday or as advised separately by the Owner. Early arrivals and late departures can be arranged, but these are a paid service and must be arranged and paid for at the time of the booking. No last minute amendments to these times can be made.

20.2 The Guest will be issued with a set of keys to the Accommodation on the first day of the Holiday Period and the Guest must return them on the last day of the Holiday Period or the date of departure, if earlier. Failure to do so will incur the cost of a replacement set. The keys are to be returned as per the requirements as stated in the welcome folder within the Accommodation.

21 Right to Evict

The Company or Owner and /or its agents reserves the right to ask the Guest and his or her party to leave the property (without compensation being payable to the Guest or any member of his or her party) if this is deemed necessary by the Company and / or its agents where if there is a serious breach by the Guest of the Agreement or their behaviour is such as to endanger the safety of the property or staff. If any complaints are made of anti-social behaviour or unreasonable breakages or damage occurs or smoking restrictions are not observed we shall give the Guest an opportunity to rectify the breach and failure to do so shall entitle the Company or agents to terminate the agreement.

22 Notices

Notices shall be sufficiently served if sent by email or facsimile transmission to the address appearing in the Confirmation Invoice or such other address as each party may from time to time have communicated in writing to the other. Any notice to be served on the Guest under the Agreement may be given during the Holiday Period by delivery under the front door of the Accommodation and shall be deemed to have been received upon the expiration of 24 hours after service; or via email using the address which had been used to book the Accommodation and shall be deemed to have been received upon the expiration 72 hours after service.

23 Severance

If any provision of this Agreement is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions and the remainder of the provision in question shall not be affected.

24 Rights of Third Parties

The Contracts (Rights of Third Parties) Act 1999 might give rights to third parties who are not parties to this contract. The parties agree that this will not apply and that, subject to clause 1.3, only those signing the contract shall have rights and obligations under it.

25 Headings

The headings in this document are included only for convenience, and do not affect the meaning of the clauses to which they relate.

26 No Tenancy

The Agreement is for the Holiday Period and is not intended to create the relationship of Landlord and Tenant between the Guest and the Owner or Company. The Guest shall not be entitled to a tenancy, or to any assured short hold or assured tenancy or any statutory protection under the Housing Act 1988 or other statutory security of tenure now or upon termination of the Agreement.

27 Governing Law

The construction, validity and performance of the Agreement shall be governed by the law of England and Wales, and both parties submit to the non-exclusive jurisdiction of the UK Courts.

28 Our Details

Whilst we endeavour to make our details accurate and reliable, if there is any point which is of particular importance to you, please contact the office and we will be pleased to check information. The mention of any appliance and/or services in these particulars does not imply that they are in full and efficient working order.

Further information

Emergency contact numbers:

If there is a general and serious emergency (fire, ambulance, police):

Call: 999

If you smell gas (emergency): 0800 111 999

General issues:

Please call Boutique London Lets if you require assistance. We ask you to remember though that this is not a hotel, and ask that you consider this when evaluating your 'immediate' needs.

Your contacts are either Ian or Derek:

Email:

boutiquelondonlets@gmail.com

Phone:

+44 (0) 845 680 0 679

Please **call only** during **UK business hours** unless of a serious nature. We shall endeavour to respond to all emails within 24 hours.

Thank you and enjoy your stay!

Your *Boutique London Lets* team

