



## **THE LANSBURY HERITAGE HOTEL**

### **Policies and Procedures**

Thank you for choosing to stay with us at the Lansbury Heritage Hotel. Below are hotel policies and procedures: read them carefully. As our hotel guests, by reading and signing your hotel registration card at check-in or by booking a reservation on our website, you are agreeing to abide by our hotel policies and procedures.

#### ***1. Booking Policies***

##### ***1.1 CANCELLATION AND AMENDMENT Policy***

Reservation would only be guaranteed on the basis of a valid credit/debit card. For cancellations/amendments made after 1500Hrs, 24hrs prior to the check-in date, one night's room rate excluding VAT will be charged to the guest's credit/debit card used to guarantee the reservation. In the event of a cancellation before 24 hrs, please retain the cancellation number, to ensure that no retention charge is levied.

No shows and early check-outs will be charged one night's room rate excluding VAT tariff to the card used to guarantee the reservation. In order to avoid early departure fee, please stop by the front desk at least 24 hours in advance (3pm local time) and let us know.

##### ***1.2 AGE RESTRICTIONS Policy***

At least one occupant of guests in each room must be 18 years or older to check-in without a parent or legal guardian. Please bring a photo identification document in case we need to confirm.

##### ***1.3 DEPOSIT BOOKING Policy***

Pre-paid reservations are not refundable. A full deposit will be taken with credit/debit card. Reservation is restricted to modify or cancel.



For any early check-out on a pre-paid booking, a full accommodation (excluded VAT) penalty will apply. In an event of a guest No Show, a fee of one night's rate excluding VAT will be charged.

#### ***1.4 WAITLIST Policy***

Hotel does offer a waitlist. Contact our reservation team directly.

#### ***1.5 CHILDREN Policy***

Up to 1 children maximum under the age of 12 stay free in the same room as parents or legal guardians. Extra beds and baby cots are provided free under the age of 12, however it is subject to availability. There is an additional daily £20 extra bed charge for a child over 12 years of age.

## ***2. Check-In & Checkout Policies***

#### ***2.1 CHECK-IN Policy***

Check-in time is any time after 1500Hrs. If you arrive earlier, we will store your luggage until your room is ready. Guests will be required to present a valid credit/debit card upon check-in along with a valid form of photo identification for security purposes. Acceptable forms of ID include a driver's license, passport, and proof-of-age card. Photo identification must also match the name that is on the reservation.

The Lansbury Heritage hotel will make every effort to honour special requests (such as a specific floor or room number, adjoining rooms, roll-away beds, crib, etc.) upon your arrival. However, the availability of these items cannot be guaranteed in advance. The hotel reserves all rights to refuse service to any guests of the hotel who do not follow or comply with hotel policies.

Room not occupied by 0000 hours will be seen as No Show, unless prior arrangement has been made.

#### ***2.2 CREDIT/DEBIT CARD AUTHORIZATION Policy***

If you wish to settle your account with a credit/debit card, you will be required to present the card at check-in where a payment for the total cost of accommodation plus a security deposit



of £50 GBP for the first night and £25 GBP for each following night per room will be processed.

Unused funds pre-authorized upon check-in due back to your debited account will be released upon check-out, which may take 1-14 business days to process. Additionally, your financial institution may have a contracted amount of time before the funds are released back to you, which can take up to 14 business days.

### ***2.2 CHECK-OUT Policy***

Check-out is at 1200Hrs. If you require a later check-out, please contact us before 10 am on the day of departure, and we will do our best to accommodate your request. Late checkouts are subject to availability and a charge of £10 per hour will apply. A full room rate will be chargeable for check-out after 1800 hours.

Guests are requested to settle their bills directly while checking out. We are not in a position to accept personal checks and a signing facility is extended only to those corporate accounts that have a credit facility with the hotel.

## ***3. Payment Policies***

### ***3.1 PAYMENT policy***

We accept guarantee by Credit / Debit Card / Bank Transfer. The Lansbury Heritage hotel does not accept personal or company cheques as a method of payment. We do not offer check-cashing services at the hotel either. Bank transfer is accepted if pre-payment is made 5 business days prior to arrival. Third-Party Credit Card payments are accepted. Please contact our reservations team on +44 (0) 203 489 5050 for an invoice. Cash payment is accepted during check out.

### ***3.2 CASH PAYMENT Policy***

If you prefer to settle your account with cash, you will be required to pay the total cost of accommodation with cash and plus a security incidentals deposit of £50 for the first night and £25 GBP per room per night with a credit/debit card. Cash payments are available during check-out only.



### ***3.3 CURRENCY FLUCTUATIONS***

Rates confirmed in GBP are guaranteed in British Pounds when paid in GBP cash. Payments made by credit cards at the hotel will be charged in the local currency equivalent based on the daily exchange rate used by the hotel. Currency conversions by banks or credit card companies in processing payments are not within the control of the hotel and are subject to exchange rate fluctuations.

### ***3.4 PROMOTION Policy***

If you choose to take advantage of any promotions offered through the hotel, please follow all restrictions associated with each offer. Management reserves the right to change or cancel all promotions.

## ***4. Health & Well-being Policies***

### ***4.1 SMOKING Policy***

All our rooms are strictly 'Non-Smoking/Vaping'. A minimum charge of £250 applies for an act of smoking in the hotel facilities and/or as a cleaning fee should there be physical evidence of smoking or strong smell in the room.

### ***4.2. USE OF THE LANSBURY SPA Policy***

Each guest who would like to use the services offered at the Lansbury Spa will have to sign a Health and Safety form at the Front desk in order to gain access to the Spa facilities.

## ***5. General Policies***

### ***5.1 NON-RESIDENT GUESTS Policy***

Should any in house guest invite a non-resident guest to Lansbury Hotel, they must sign in our visitors sign in/out sheet. Visitors can only stay in the rooms until 2230Hrs, i.e. restaurant closing time, after that they will be requested to leave the hotel premises.



### ***5.2 ADA Policy***

We're fully compliant with ADA regulations, including offering 2 guest rooms with accessible bathrooms and other features.

### ***5.3 ALCOHOL Policy***

Alcohol is only served for guests of legal drinking age. A member of staff retains a right to ask for a valid photo ID to be presented.

### ***5.4 PACKAGE HANDLING Policy***

We are happy to accept and hold packages sent to those with an existing reservation, free of charge. Please note that persons sending them need to clearly mark packages with both sender and recipient information.

### ***5.5 "NO IN-ROOM PARTY" Policy***

The Lansbury Heritage hotel enforces a "no in-room party" policy to ensure we can protect the hotel and our guests at all times. In the event of noise or disturbance one warning will be given to reduce noise. If this warning is not followed, the guest will forfeit all fees and must leave the hotel immediately.

### ***5.6 PETS Policy***

All pets are prohibited on property, and a fine of £250 will be applied to the bill if a pet is discovered. "Service animals" are allowed with proper documentation.

### ***5.7 PARKING Policy***

Parking is not available at our premises. Parking in the vicinity of the hotel is free from 1730Hrs up to 8.30am daily and from 1730Hrs on Friday until 8.30am on Monday morning provided that the guest manages to find a free bay. The nearest car park from the hotel is Indigo West India Quay Car Park on Hertsmere Rd, E14 4AL (next to Cineworld). The guests of the hotel who present a reservation confirmation or a bill from the hotel will receive a discount for a 24 hour stay.

### ***5.8 TRANSFER Policy***



We do not run shuttle services to any of our airports. We are however more than happy to arrange private transfers for our guests. We can make the arrangements for you once we have full flight information and a contact telephone number. Please contact our reservations team for further information.