



## **Policies & Procedures**

### **PLEASE KEEP A COPY OF THIS LETTER FOR YOUR RECORDS**

1. Check-In & Checkout Policies **CHECK-IN Policy** Check-in time is any time after 1500Hrs. Would you like to check-in earlier, please inform us in advance with a fee of £20, we will do our utmost to accommodate you before 15:00hrs. All early check-in is subject to availability it is not guaranteed, and we are happy to store luggage until the 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 **Credit/Debit Card Authorisation Policy** Lansbury Heritage Hotel does not accept Cash deposit, the hotel only accepts Debit or Credit 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 £200 GBP for the first night and £25 GBP for each following night per room will be processed. This will require the use of chip and pin. 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.

3 **Parking Policy:** Hotel has four parking spaces within a minute walk. Please contact the hotel for more information or enquire on arrival. £25 for 24 hours and £10 for an hour. Alternatively, the nearest car park from the hotel is Indigo West India Quay Car Park on Hertsmere Rd, E14 4AL (next to Cineworld). Lansbury Restaurant and Bar:

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4 Lansbury Restaurant is open daily

Opening Hours: Breakfast: 07:00 10:00 Weekdays 07:00 11:00

5 Lansbury Spa. PURE Spa & Beauty offer extended opening hours, affordable prices and easy-booking technology; making it possible for everyone to benefit from regular spa and beauty treatments at their convenience. You can even purchase the range of PURE skincare to continue your spa experience at home, and shop the PURE Beauty Zone collection of curated, natural beauty products from a handpicked selection of independent brands. For more information and prices please visit <https://purespauk.com/canary-wharf> Book your appointment: 0843 5071888 , [canarywharf@purespauk.com](mailto:canarywharf@purespauk.com) 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.