



Frequently Asked Questions (FAQ)

Pre arrival and Arrival information

Riverside 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 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.

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 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. **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:

Tube stations nearest to the Riverside apartment:

Please note that there are ten (10) tube (Subway) stations within 1,500 metres of the apartment. This provides excellent transport options. Two of these stations are big railway stations allowing for effective National and international train access.

The closest station to the apartment though is 850 meters which might make for an uncomfortable walk the first time – we thus suggest that you get a taxi from the nearest station for the first time when you are carrying luggage etc.

For the benefit of the airport transfer information below we will direct you to Waterloo station which is a major station and is 1,150meters from the apartment.

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 "Tottenham Court Road". Change train here onto the "Northern Line" (black)" heading south. Get off the train at "Waterloo Station". It is about a 10-15 minute walk from here.

To/from Heathrow Airport

It's easy to get from Heathrow to the Riverside 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 "Piccadilly" station onto the "Bakerloo Line" (brown) southbound (toward "Elephant and Castle"). Get off the train at Lambeth North Station. The apartment is a 10 minute walk from here (see 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 Embankment and take the Southbound Bakerloo line train and alight at Lambeth North 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 Waterloo station or Lambeth North Station, from there it is a 10-15minute walk to the Riverside Apartment (see above).

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.