



ALOFT General Information for AU London guests

DISCOUNTED STAY DATES: 20-26 JUNE 2020

CURRENCY: All prices stated in this Agreement are in Pound Sterling GBP

GUEST ROOMS: Rates are inclusive of Wi-Fi and English breakfast.

Rates include Value Added Tax, currently 20%. VAT increases will be applied automatically. Rates do not include automatic or mandatory charges (e.g., resort charges) or automatic or mandatory charges, tips, gratuities, or services charges for employees, unless otherwise expressly stated.

INDIVIDUAL CANCELLATION POLICY: Free Individual Cancellation by 3pm GMT, 6th May 2020 (45 days prior to arrival). Any bedrooms released following this date will be subject to 100% cancellation fee for full length of stay.

INDIVIDUAL GUEST ROOM PAYMENT: All guests are required to provide a valid credit card as guarantee at the time of making the reservation. Payment for charges will be made upon departure of individual guests. Reservation is subject to cancellation by Hotel, should the card on file be declined for payment.

Hotel accepts the following credit cards: American Express, Diners Club International, JCB, Mastercard, Switch, Visa. UK debit cards also accepted. We can only accept credit cards via ResLink.

RESERVATION BOOKING LINK: Reservations are processed utilizing Marriott's online reservation system. Reservations must be received by the cut-off date of 3pm GMT, 21st May 2020 in order to qualify for the Discounted Rate. Requests received after cut-off date will be subject to availability and best available rate at time of reservation.

CHECK-IN /CHECK OUT: Earliest check-in time is from 15:00. Latest check-out time is 12:00.

PORTERAGE: Porterage service is not available at Aloft London Excel.

GROUP ARRIVAL/DEPARTURE:

Please be aware that there are no luggage storage facilities at the Aloft London Excel, for group arrivals/departures of more than 25 guests who require luggage storage or whose arrival/departure will be outside of hotel check in/out timings, it will be required to hire a secure storage facility for luggage.

This service is available to groups at £400 for a maximum of 50 standard sized suitcases, larger spaces are available at an additional fee, the storage area would be manned for 2 hours at arrival or departure time, outside of these hours the space is accessible with a valid ticket at any time via reception.

The Aloft London Excel does not provide a porterage service, all bags would need to be delivered/collected to the storage area on arrival/departure by the guests- group organizer will be provided with luggage tags. Storage area is subject to availability.

SECURITY: Hotel does not provide security in the event and function space and all personal property left in the event or function space is at the sole risk of the owner. You are responsible for the safekeeping of your personal property.

SMOKE FREE POLICY: Hotel is a smoke free hotel. Restaurants on property that are not operated by Hotel may not participate in the smoke free policy. To protect the smoke free environment, Hotel will charge £250 cleaning fee to the account of any guests who smoke in their guest room.