

Golden Lane Estate Guest Accommodation Terms and Conditions

The Golden Lane Estate Guest Accommodation is a facility maintained by the City of London Housing Officers for residents of Golden Lane Estate to rent for the use of friend and family visits. Please note that they are not managed as a Hotel/Guest House and residents are responsible for their guests whilst the rooms are occupied. Please ensure your guests fully understand and adhere to the terms and conditions before booking. The booking form will need to be filled in by the resident in the Estate Office when paying the deposit, filling in this form is a confirmation that the guest agrees to the terms and conditions.

Images of the guest room accommodation can be found on the last page of this document.

1. Bookings can be made in person, via email GoldenLaneGuestRooms@cityoflondon.gov.uk or on the phone 077 1560 2676.

The information required will include name, address, email, contact telephone number and names of guests using the room. You will also need to provide proof that you reside on the Golden Lane Estate or Barbican Estate.

2. A maximum of 10 days can be booked this is non-negotiable.

3. The Guest Accommodation is priced as follows:

Guests of Golden Lane Estate residents:

- Single: £60 per night (Maximum 1 person allowed)
- Double: £80 per night (Maximum 2 people allowed)

Guests of Barbican Estate residents:

- Single: £70 per night (Maximum 1 person allowed)
- Double: £90 per night (Maximum 2 people allowed)

Please note charges for the Guest Accommodation are set in-line with expenses incurred (cleaning, laundry and utility/maintenance costs)

A £50 cash deposit will be taken, returnable on check-out, post inspection, inventory checks and return of keys.

4. Cancellation Policy: If you wish to cancel a booking please note you are required to give at least 2 weeks notice. Failure to give 2 weeks notice will mean the following cancellation fees will be charged:

- Up to two weeks' notice: the deposit will be returned in full
- Up to one week notice: 50% of the deposit will be returned (£25)
- Less than one week: the deposit will not be returned

Please note: once payment is taken, if a guest decides they no longer wish to stay in the Guest Rooms, there is no refund available.

5. Keys must be collected from the Golden Lane Estate Office on the day of check in between 10am and 3pm. (Please note that the Golden Lane Estate Office closes promptly at 4pm). Check-in is from 2pm. If you are checking into your room at the weekend, please collect your keys on the Friday before. Failure to collect keys will result in you not being able to access the room and you will still incur the full charge of the booking. Please note that keys cannot be left at another location for collection.
6. Please note check out time is 10am prompt, to allow time for the rooms to be cleaned before the arrival of the next guests to check in. On check-out keys must be returned to the Golden Lane Estate Office. Failure to return the keys at time of check out may result in the loss of the £50 cash deposit taken. If the stay is for Friday night only arrangements for collecting the keys will be made at the time of booking, and the resident is responsible for the safe return of the keys.
7. Leaving doors open or failure to apply the deadlock when checking out is a breach of our Housing Estate Security measures. When leaving the room, the bottom lock (deadlock) must be locked in order to secure the premises. Failure to secure doors will incur charges for lock replacement.
8. Bed linen, towels, tea and coffee making facilities and a TV are in the guest rooms.
9. Please note there is no Wi-Fi in the room.
10. For stays of more than three nights the guest room will need to be cleaned, at no extra charge. This allows rooms to be aired and freshened up. Please inform the Estate Office of the day and times you wish cleaning to be carried out prior to your stay.
11. The guest accommodation operates a strict no smoking policy for health and safety reasons. This includes smoking on the communal balcony area. If you wish to smoke, please ensure you exit the building completely.
12. Rooms are cleaned on check-out and inspected for any damage. Should you notice any damage to the room when checking in, please report it to the Golden Lane Estate Office as soon as it has been identified.
13. Residents are responsible for their guest's behaviour for the duration of their stay. Any missing items or damage will be invoiced to the resident making the booking. It is then the responsibility of the residents to claim any charges back from their guests.
14. Should the behaviour of any guest using the guest room be unreasonable or disruptive enough to cause excessive upset to a resident, the Golden Lane Estate Office has the discretion to ask the guest to leave, even if there is time remaining on the booking. **Please be advised if this situation occurs no refunds will be given on any remaining time. The resident will also be barred from using the facility for 6 months.**

15. We are unable to accommodate requests for storing luggage in the rooms or elsewhere before the check in time of 2pm or after the check out time of 10am.

16. Please make sure when checking-out you have all belonging with you. Any items left in the room may be discarded. The City of London accepts no responsibility for lost items or items that have been left behind.

17. Please note that there are no parking facilities included when renting a guest room. If you are bringing a vehicle into the City of London please note that you may incur a congestion zone charge, and that private parking facilities may be very costly. City of London staff is not responsible for organising parking for guests using the Golden Lane Estate Guest Accommodation. However, the resident may arrange for a temporary parking permit at an additional daily rate of £12.

The City of London has a No Pets Policy – under no circumstances are pets of any description allowed in the guest accommodation.

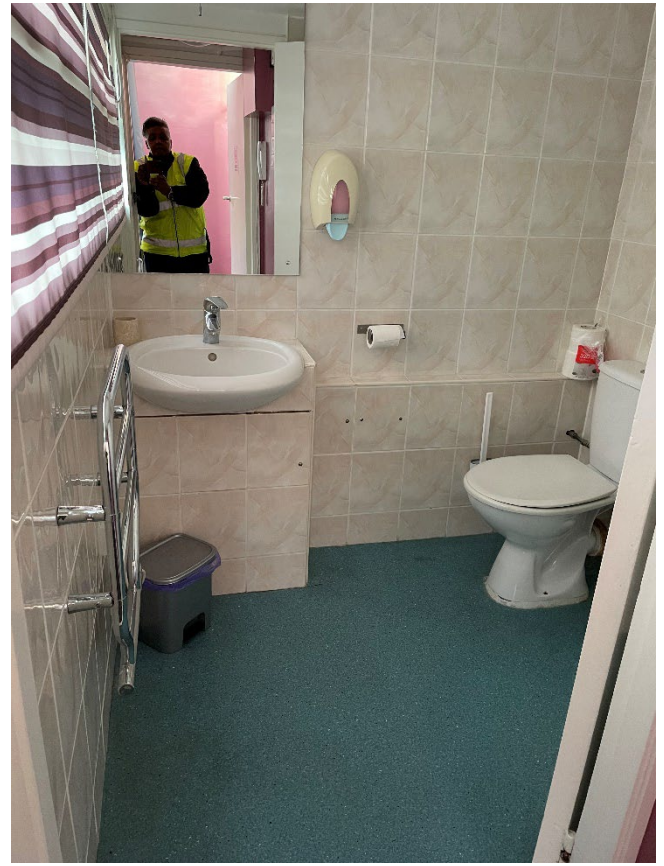
I have read and agree to these Terms and Conditions – I understand that I will lose my deposit and incur charges if any of these conditions are breached.

Signed by Resident making the booking _____

Witnessed by (Estate Staff): _____

Date: _____

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