

Terms and Conditions

We advise all our website users to read and understand our terms and conditions carefully before finalizing their bookings. Once you have made any booking with us, you accept and agree with all terms and conditions set out below. The terms and conditions are all standard to the industry.

Information on the website

All information presented on the website has been provided by the individual hotels. Although great care has been taken to ensure the information provided online is correct and updated, The Shaftesbury Hotel Collection will not guarantee the information is presented correctly. Therefore we will not be liable for any inconveniences, loss of revenue or any damages, which result from the direct or indirect use of any information provided on our website. We make every effort to keep the information contained in our website as current and up to date as possible. However, we do not make guarantees of any kind that the rates and hotels listed will be available at the time of bookings.

If you feel that particular information has not been provided, please do not hesitate to contact us and we will rectify or will provide the information required without delay. The star classification is based on guest comments and is variable from hotel to hotel. The star classification indicated in each hotel is a guideline of the standards provided in the hotels. The hotels will not be responsible for any variation in star classification which may change from time to time without further notice. All technical information relating to the grade/star rating of the hotels or the hotel's product terminology specifications can be addressed to the hotel contact directly

Reservations

The bookings will only be undertaken by providing credit card details, valid until the date of departure from the hotel. The credit card details will be passed directly to the hotel to guarantee your booking. Completing the reservation form will not constitute a confirmed reservation. The Shaftesbury Hotel Collection will send you the confirmation of reservation by e-mail or by fax with a unique booking reference number. We will not take any responsibility for your arrival at the hotel without our/your booking reference number.

Cancellation

Cancel Free of Charge 24 hrs prior to local check-in time -2 PM. 1 night charge applies in case of non-arrival.

For more information on Shaftesbury Properties, Kindly contact our Shaftesbury Central Reservations team on +44(0) 20 7479 2255 or email reservations@shaftesburyhotels.com.

For more information on Park Grand Properties, Kindly contact our Park Grand Central Reservations team on +44(0) 20 7479 2266 or email reservations@parkgrandlondon.com.