

## **FAQs**

### **HOW DO I MAKE A RESERVATION?**

To make a reservation with us you can:  
Book through our website  
Call us on +44 (0)1780 693433  
E-mail us at [info@stamfordstays.com](mailto:info@stamfordstays.com)

### **HOW WILL I KNOW MY RESERVATION HAS BEEN PLACED?**

Guests will receive an email confirming the reservation from us once the booking has been placed.

### **CAN I MAKE A SPECIAL REQUEST FOR MY STAY?**

We always do our best to meet our guests' needs. Any special requests will be noted at the time of the enquiry, and a further follow-up from our team will reveal whether any request can be accommodated.

### **WHAT ARE THE CHECK IN / CHECK OUT PROCEDURES?**

Our apartments have the benefit of keyless entry, so once you have paid for your booking and we have provided the access codes you are good to go! All the necessary information will be confirmed by a member of our team at the time of the booking, and full instructions for check-in will be sent to guests. If you haven't received codes within 7 days of your arrival date please contact us.

### **WHAT IS YOUR CANCELLATION POLICY?**

We require guests to give notice regarding cancellation of their booking at least fourteen days in advance of the booking start date.

### **HOW CAN I CANCEL A BOOKING?**

To cancel your booking with us you can:  
Call us on +44 (0)1780 693433  
E-mail us at [info@stamfordstays.com](mailto:info@stamfordstays.com)

### **HOW CAN I AMEND A RESERVATION?**

A reservation can be amended by contacting us on the email shown on your booking confirmation ([info@stamfordstays.com](mailto:info@stamfordstays.com)). Be aware though that amendments can only be processed during our office hours (Monday-Friday, 9am-5:30pm), and any amendments made outside of these hours will only be effective from the following working day.

### **WHAT IS THE MINIMUM LENGTH OF STAY?**

The minimum length of stay is two nights.

### **WHAT TIME IS CHECK IN AND CHECK OUT?**

Our check in time is from 4pm and our check out is before 11am.

### **CAN I REQUEST AN EARLY CHECK IN / LATE CHECK OUT?**

Unfortunately we are unable to offer early check in or late check out requests at this time due to our COVID cleaning policy.

## **WHERE DO I PARK?**

Unfortunately we do not have private parking with our apartments. The closest car parks are:

- Bath Row car park PE9 2QY (150 metres) a short walk, across the road and through St Mary's Passage.
- Cattlemarket car park PE9 2WB (250 metres) is just 2 minutes' walk and offers free and paid parking options.
- Wharf Road car park PE9 2YG (300 metres) which is 3-4 mins walk is paid spaces only.

All options are about £3 - £4 for 24 hours parking.



If you are staying with us for a while, take the hassle out of returning to your car to top up your parking by downloading the [Phone and Pay](#) app (available on both Apple and Android).

There is also free time limited (usually up to 2 hours) on most street parking spaces around town during the day. All street parking is free and unlimited from 6pm until 8am (some from 3pm).

## **WHAT IS YOUR DAMAGE POLICY?**

Guests will be liable to pay any amount required to repair or replace items or equipment that may be damaged or lost during their stay. This will be deducted from the Debit or Credit Card provided at the time of booking. The guest will be informed in writing.

If, at our discretion, we feel additional cleaning is required, the cost of this will be charged at £25 per hour with a minimum of one hour to be charged. This will be deducted from the Debit or Credit card provided at the time of booking. Guests will be informed in writing.

## **CAN I BRING MY PET?**

As much as we love our furry friends, we do not allow pets in our apartments.

## **WILL I BE CHARGED FOR EXTRA GUESTS?**

Our prices are based on two people sharing, extra guests will be charged at £25 per person, per night. Please get in touch if you need to add guests to your booking, if you do not inform us you will incur extra charges for cleaning and linen.

## **IS THERE A MINIMUM AGE TO MAKE A BOOKING?**

The minimum age to book at our apartments is 24.

## **CAN I SMOKE IN MY APARTMENT?**

We operate a strict no smoking policy within all the apartments. Any additional cleaning required to remove smoke odour will be charged to the guest who made the booking. This may result in a carpet steam clean, additional cleaning to make sure the apartment is fresh and ready for the next guest. Costs will be deducted from the Debit or Credit Card provided at the time of booking.

## **WHAT WILL I FIND IN MY APARTMENT?**

Our apartments are fully furnished and have all the amenities you would need to make it a home away from home. Linen and towels are provided for your stay and we provide a small amount of sealed tea and coffee sachet and some small pots of long life milk. We do not provide toiletries so please make sure you bring your own.

Our guests can expect to have a range of facilities and services at their disposal, including:

Fully-equipped kitchen with an oven, fridge, freezer, microwave and a good range of kitchen utensils.

Dishwasher

Wi-Fi and Internet access

TV

Laundry facilities (Washing machine and Dryer)

Linen and Towels

#### **DO YOU OFFER DISABILITY ACCESS?**

Unfortunately our apartments are accessed by stairs/have two storey's and therefore are unsuitable for wheelchair users or anyone with difficulty climbing stairs.

#### **DO YOU PROVIDE TRAVEL COTS AND HIGH-CHAIRS?**

We can provide both travel cots and high-chairs for your stay, please request these when booking

#### **DOES EVERY APARTMENT HAVE A RIVER VIEW?**

Both of our two bedroom apartments, Kingfisher and Lily Pad, have wonderful river views of the River Welland from the bedrooms and living area. Our one-bed Cottage, Toll House, has river views from a small window in the kitchen. Our smallest apartment, Willow, sadly does not have river views but is still a lovely cosy space!

#### **THE APARTMENTS ARE NEAR A ROAD, IS THERE MUCH NOISE?**

We have done everything we can to ensure the noise from the road is minimised. We have installed secondary glazing in all road facing windows however as we cannot guarantee that they will be completely silent at all times.

#### **WHAT IF I NEED A RUBBISH COLLECTION DURING MY STAY?**

Please contact us if you require your bins emptying during your stay – we can arrange for our cleaners to do this for you.

#### **WHAT IF I WANT A MID-STAY CLEAN/LINEN/TOWEL CHANGE?**

For stays over 7 nights we can offer a clean and linen and towel change for an extra charge of £40. Please get in touch to arrange this during your stay.

#### **IS THERE LOTS TO SEE AND DO NEARBY?**

Stamford is bursting with history, events, quirky places to eat and interesting places to visit – please see our information and events pages for more details.

#### **AUK MEDISPA**

We are very lucky to have the aUK Medispa beneath our apartments. They offer a range of treatments, please visit <https://a-ukstamford.co.uk/> to view their treatment and price list. All of our guests will receive 20% off treatments.

**CAN I USE THE BALCONY IN THE APARTMENT IMAGES?**

The balcony area that you see in our pictures belongs to the aUK Medispa underneath the apartments. Our guests are welcome to use the balcony during aUK's opening times – please ask at reception to ensure they are able to accommodate you.