

Keystone House – Terms & Conditions

Operated by: Maxro Management Ltd

Address: 272–276 Pentonville Road, London, N1 9JY

Contact: reception@keystone-house.com

Website: www.keystone-house.com

Effective Date: [Insert Effective Date]

1. Booking & Contract

- All bookings are subject to these Terms & Conditions and form a legally binding contract upon confirmation.
 - Bookings must be made via our official website or authorised online travel agents (OTAs).
 - Full name, contact details, and upfront payment are required. No deposit-only reservations are accepted.
 - Bookings are valid only once full payment has been received.
 - Prices include VAT unless otherwise stated.
 - If Keystone House is unable to provide the booked accommodation due to circumstances within our control, a full refund or suitable alternative will be offered.
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2. Payment

- Payment is taken in full at the time of booking.
 - Accepted cards: Visa, Mastercard, American Express, Visa Electron.
 - Advance purchase cards may be requested at check-in with valid ID.
 - Guests authorise Keystone House to charge the card on file for:
 - damages or losses,
 - replacement of lost keys,
 - reasonable costs of cleaning or repairs (e.g. due to smoking in rooms).
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3. Cancellation & Refunds

- Under UK consumer law, hotel bookings are exempt from the 14-day “cooling-off” cancellation period. Our cancellation policy applies instead.

Standard Bookings:

- Non-refundable rate: No refund.
- 28-day rate: No refund within 28 days of check-in.
- 48-hour rate: Cancel up to 48 hours before check-in for a full refund.

- No-shows are charged in full.
- Refunds may be adjusted for transaction or OTA fees.
- Date changes may be offered at our discretion.

Group / Long Stay Bookings (Non-Exclusive Use):

- Must be cancelled in writing.
 - 56+ days before arrival: Deposit retained
 - 55–28 days: 50% charge
 - 27–15 days: 70% charge
 - <14 days: 100% charge

Exclusive Use Groups:

- Terms are agreed in writing. If not, standard group terms apply.
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4. Check-In / Check-Out

- Check-in: From 3:00 PM
 - Check-out: By 11:00 AM
 - Early/late check-in/out may be available for a fee.
 - Self-check-in instructions will be emailed.
 - Rooms are held until 11:00 PM unless otherwise arranged.
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5. Guest Behaviour & House Rules

- No parties, loud music, or unregistered guests.
 - Smoking or vaping indoors or near entrances is prohibited. A reasonable cleaning charge (minimum £100) will apply.
 - Aggressive, abusive, or illegal behaviour may result in removal without refund.
 - No cooking or misuse of in-room appliances.
 - Pets are only permitted with prior approval and a fee.
 - Room occupancy limits must not be exceeded.
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6. Identification & Age Restrictions

- Minimum age to book or stay: 18 years.
 - Valid ID may be requested at any time.
 - For non-UK/Commonwealth guests, passport details may be requested in line with legal requirements. We do not retain copies unless required by law.
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7. Damages & Liability

- Guests are liable for any damage, misuse, or loss caused during their stay.
 - Charges reflect the reasonable cost of repair, replacement, or extra cleaning.
 - Tampering with safety or security systems will result in fines and removal.
 - Keystone House is not liable for injury, loss, or damage resulting from guest negligence.
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8. Fire Safety & Accessibility

- Keystone House has no lift; all rooms are accessed via stairs.
 - Guests must be capable of self-evacuation in the event of an emergency.
 - Fire exits and safety instructions must be followed at all times.
 - No leaning out of windows or tampering with restrictors.
 - No charging of electric scooters or large batteries indoors.
 - Fire alarms must always be treated as genuine — evacuate immediately.
 - We will make reasonable efforts to accommodate guests with accessibility needs; please contact us prior to booking.
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9. Facilities & Services

- No communal kitchen or lounge facilities.
 - Complimentary Wi-Fi is provided but not guaranteed.
 - Rooms are cleaned before arrival; refreshes offered for longer stays.
 - Luggage storage may be available for up to 48 hours, subject to space.
 - Guests remain responsible for their belongings.
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10. Food & Drink in Rooms

- Food may be consumed in rooms; guests must clean up responsibly.
 - Cooking is not permitted.
 - Food waste must be sealed and disposed of properly.
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11. Lost Property

- Lost property will be stored for 14 days.
 - Guests are responsible for return postage.
 - Unclaimed items may be discarded or donated.
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12. CCTV & Security

- Public and exterior areas are monitored by CCTV for security.
 - Footage is stored temporarily and accessed only by authorised staff.
 - No cameras are installed in guest rooms.
 - Further details are available in our Privacy Notice.
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13. Housekeeping

- Rooms are cleaned before arrival.
 - Linen changes are provided for stays over 4 nights.
 - Additional cleaning is available upon request (charges apply).
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14. Marketing & Reviews

- Service-related emails (e.g. booking confirmations) will always be sent.
 - Marketing emails will only be sent with your explicit consent. You may unsubscribe at any time.
 - Guests are encouraged to leave fair and honest reviews of their stay.
 - If Keystone House has offered and you have accepted a refund or compensation in full and final settlement of a complaint, this will be treated as resolution of that issue.
 - Guests remain free to leave reviews, but we ask that reviews accurately reflect the resolution provided.
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15. Environmental Policy

- We use energy-efficient lighting and eco-friendly cleaning products.
 - Guests are encouraged to reuse towels and reduce environmental impact where possible.
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16. Liability Disclaimer

- Keystone House is not liable for disruptions beyond its control, including but not limited to: noise, strikes, power cuts, or service outages.
 - Guests are responsible for their own safety and that of any dependants.
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17. Website Use

- All content on www.keystone-house.com is owned by Maxro Management Ltd.

- Reproduction is prohibited without written consent.
 - Keystone House is not responsible for the content of external links.
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18. Governing Law

- These Terms & Conditions are governed by the laws of England & Wales.
 - Any disputes will be resolved in the English courts.
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19. Complaints Policy

- We aim to provide all guests with a comfortable and enjoyable stay. If you experience a problem during your visit, please notify reception (or contact us at reception@keystone-house.com) as soon as possible so we have the opportunity to resolve it quickly.
 - If an issue cannot be resolved during your stay, you may submit a written complaint within 14 days of departure. We will acknowledge your complaint within 5 working days and provide a full response within 21 working days.
 - Where appropriate, we may offer compensation or a goodwill gesture. If such an offer is accepted, this will be treated as full and final settlement of that issue.
 - If you remain dissatisfied after our internal process, you may seek independent advice or alternative dispute resolution.
 - These Terms & Conditions do not affect your statutory rights under UK law.
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