



GRAND PLAZA SERVICED APARTMENTS

42 PRINCE'S SQUARE, BAYSWATER, LONDON W2 4AD

Keeping You Safe

We have implemented precautionary measures at our serviced apartments and will follow all guidance issued by UK government and Public Health, England. This includes intensified cleaning and disinfecting of our properties as well as to ensure physical distancing measures are in place. We are constantly checking for any updates from the UK Government website.

Booking policy for direct booking with the hotel

Pre-paid, non-flexible bookings

For all non-flexible bookings made directly with the hotel, we will allow your booking to be changed to another date within the next 12 months. Please note that new booking is subject to the dates of stay and any difference in rate will be charged accordingly. Please contact our reservation team at reservations@grandplazaemail.co.uk.

Flexible bookings

Flexible bookings can be cancelled without any penalty by 10am a day before the day of arrival. A no-show on the date of arrival will be charged in accordance with our standard terms and conditions. Flexible booking amendments or cancellations can be made online or you may contact our reservation team at reservations@grandplazaemail.co.uk.

3rd party bookings through travel agents

If you made your booking through a third-party website or travel agent, you will need to contact them directly to amend or cancel your booking.
