



MITRE HOUSE HOTEL

TERMS & CONDITIONS

LAST UPDATED: JUNE 2026

At Mitre House Hotel, we aim to provide a comfortable, safe and enjoyable stay for all guests.

These Terms & Conditions explain how bookings are managed, what you can expect from us, and what we ask from guests during their stay.

By making a reservation with us, you agree to the terms outlined below.

If anything is unclear, please contact us before booking.

Mitre House Hotel
178–186 Sussex Gardens
London W2 1TU
United Kingdom

Email: reservations@mitrehousehotel.com

Telephone: + 44 (0)20 7723 8040

MAKING A BOOKING

When you make a booking with us, you are entering into an agreement with Mitre House Hotel.

Bookings may be made:

- Directly through our website
- By telephone
- By email
- Through approved travel agents
- Through online travel agencies such as Expedia

The lead guest making the booking must be at least 18 years old.

RATES & PAYMENTS

All rates are quoted in Pounds Sterling (£) and include VAT where applicable.

Unless otherwise stated:

- Direct bookings require a valid payment card.
- Deposits may be charged according to the rate booked.
- The remaining balance is payable on arrival.
- Where a booking is eligible for cancellation, deposits are fully refundable up to 48 hours before the scheduled check-in time. We aim to process eligible refunds within two working days of receiving a cancellation request.
- Certain promotional and non-refundable rates require full payment at the time of booking.
- Additional terms, deposits or cancellation conditions may apply to group reservations.

We reserve the right to cancel bookings where payment cannot be successfully processed.

Fraudulent chargebacks or payment disputes relating to valid bookings, accommodation provided, or agreed cancellation charges may be challenged using booking records, registration details, payment records, CCTV footage, and other supporting evidence.

DIRECT BOOKING BENEFITS

Guests booking directly through Mitre House Hotel may receive:

- Exclusive promotional rates
- Flexible booking options
- Priority room requests
- Direct access to our reservations team

Benefits may change or be withdrawn without notice.

CANCELLATION POLICY

Cancellation terms depend on the rate selected at the time of booking.

FLEXIBLE RATES

Flexible bookings may be cancelled free of charge up to 48 hours before the scheduled check-in time shown on the booking confirmation.

Cancellations made after this deadline will normally incur a charge equivalent to the full cost of stay.

NON-REFUNDABLE RATES

Non-refundable bookings cannot be cancelled, amended or refunded.

The full booking value will be charged regardless of whether the guest arrives.

OTA BOOKINGS

Where a booking is made through a third-party provider, certain aspects of the reservation may be governed by that provider's terms and conditions in addition to those of Mitre House Hotel.

Any amendments or cancellations must normally be made through the original booking provider.

AMENDMENTS

We will always try to accommodate booking changes.

Changes are subject to:

- Availability
- Any difference in room rates
- The terms of the original booking

Non-refundable rates may not be amended.

FAILURE TO ARRIVE (NO SHOW)

If you do not arrive on your scheduled arrival date and have not informed us, the applicable cancellation charge will be applied.

For multi-night reservations, we reserve the right to release the remaining nights if we have not heard from you by midday the following day.

CHECK-IN & CHECK-OUT

Check-In: From 2:00pm

Check-Out: By 11:00am

Early check-in and late check-out may be available but cannot be guaranteed.

Additional charges may apply.

IDENTIFICATION

We may request photographic identification and a valid payment card upon arrival.

Failure to provide suitable identification may result in refusal of accommodation.

OCCUPANCY

Only registered guests may occupy a room.

Maximum occupancy limits apply to all room types and must not be exceeded.

Additional guests may incur additional charges or result in cancellation of the booking.

CHILDREN

Children are welcome at Mitre House Hotel.

Children under 18 must be accompanied by a responsible adult.

Cots may be available upon request, subject to availability.

ACCESSIBILITY

As a Grade II listed Victorian building, some accessibility limitations exist, including steps at the main entrance and varying room layouts. While we endeavor to accommodate guests with accessibility requirements wherever possible, not all facilities may be suitable for all needs.

The hotel is served by a passenger lift; however, some areas may still require the use of steps.

We encourage guests with accessibility requirements to contact us before booking so we can advise on suitable room options.

PARKING

Free on-site parking is available exclusively for hotel guests.

Parking spaces cannot be reserved and are allocated on arrival.

While reasonable care is taken, Mitre House Hotel accepts no responsibility for loss, theft or damage to vehicles or their contents.

EV CHARGING

Charging electric vehicles from bedroom sockets, public area sockets, or extension leads is strictly prohibited. Guests requiring EV charging facilities should contact reception for advice on nearby public charging locations.

WI-FI

Complimentary Wi-Fi is provided throughout the hotel.

While we aim to maintain uninterrupted service, we cannot guarantee availability, speed or compatibility with all devices.

Guests must not use the network for unlawful activities.

SMOKING POLICY

Mitre House Hotel is a non-smoking property.

Smoking or vaping is not permitted anywhere within the building.

Guests found smoking inside bedrooms or internal areas will be charged a minimum cleaning fee of £200, however additional costs may be charged where specialist cleaning, room downtime, fire service call-outs, or damage occur.

DAMAGE TO PROPERTY

Guests are responsible for any loss or damage caused by themselves, their visitors, or anyone in their party.

We reserve the right to charge the cost of repairs, replacement, cleaning, or loss of revenue resulting from such damage.

LOST PROPERTY

Any items found after departure will be retained for a reasonable period. Unclaimed items may be disposed of or donated after 3 months.

Where requested, we may arrange postage or courier services at the guest's expense.

We cannot guarantee the recovery of lost items.

BEHAVIOUR & CONDUCT

We want all guests to enjoy a comfortable stay.

We respectfully ask guests to be considerate of others, particularly during evening and overnight hours.

We reserve the right to refuse accommodation or terminate a stay without refund where guests:

- Cause disturbance to others
- Behave aggressively or abusively
- Engage in illegal activity
- Damage hotel property
- Create a health or safety risk

Visitors who are not registered hotel guests may be asked to leave the premises at any time.

We reserve the right to refuse, cancel or terminate a booking where we reasonably believe a guest has provided false information, breached these Terms & Conditions, engaged in abusive behaviour towards staff, or where fulfilling the booking would compromise the safety, security, or wellbeing of guests, staff or the hotel.

CCTV

CCTV operates in public areas of the hotel for security and safety purposes.

Images may be shared with law enforcement agencies where legally required.

PETS

Unfortunately, pets are not permitted.

Assistance dogs accompanying disabled guests are welcome in accordance with the Equality Act 2010. Guests are encouraged to contact the hotel before arrival so that appropriate arrangements can be made where possible.

ROOM DESCRIPTIONS & IMAGES

As the Mitre House Hotel occupies a historic Victorian building, room sizes vary and are generally smaller than those found in many modern hotel developments.

Room dimensions are displayed on our website to help guests select the accommodation most suitable for their needs.

FIRE SAFETY

Guests must comply with all fire safety instructions issued by hotel staff. Tampering with fire detection equipment, misuse of emergency exits, or actions likely to trigger a false alarm may result in charges, removal from the hotel, or referral to the relevant authorities.

EVENTS BEYOND OUR CONTROL

We are not liable for failure to fulfil our obligations where circumstances arise beyond our reasonable control, including:

- Severe weather
- Industrial action
- Utility failures
- Government restrictions
- Public health emergencies
- Transport disruption

Where a booking cannot proceed due to circumstances beyond our reasonable control, any refund entitlement will be determined in accordance with the rate booked and applicable consumer legislation.

LIABILITY

Nothing in these Terms excludes liability where exclusion would be unlawful.

Subject to applicable law, our liability shall be limited to the value of the accommodation booked, except where liability cannot legally be excluded or limited.

Guests should ensure they have adequate travel insurance for their stay.

The provisions of the Hotel Proprietors Act 1956 may apply in certain circumstances.

WEBSITE INFORMATION

We make every effort to ensure information on our website is accurate.

However, errors may occasionally occur and we reserve the right to correct inaccuracies, including pricing errors.

In the event of a manifest pricing error, technical fault, or incorrect availability being displayed, we reserve the right to cancel or amend the booking and offer a full refund of any monies paid.

PRIVACY & DATA PROTECTION

Personal information is processed in accordance with our Privacy Policy, which can be viewed on our website.

GOVERNING LAW

These Terms & Conditions are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

QUESTIONS?

If you have any questions before booking, please contact our Reservations Team:

reservations@mitrehousehotel.com

+44 (0)20 7723 8040