

2 Haverstock Hill, NW3 2BL,
London

Camden Enterprise Hotel

TERMS & CONDITIONS

Our rooms are located above a bustling pub & in a vibrant neighborhood, all of which can get very busy, especially at weekends (the pub is open until 1 am on Friday & Saturday). Please bear this in mind when choosing us for your accommodation.

Reception:
Open 24Hrs

GROUP BOOKINGS

For bookings of 5 and more rooms call our Reception team on +44 (0) 7935 502695 and you will be directed to group bookings coordinator, alternatively, email your query to becca@camdenenterprise.com or reception@camdenenterprise.com.

Please note, any bookings for 5 and more rooms made individually via third-party websites or directly, containing flexible cancellation policy, will be cancelled at our sole discretion.

PAYMENT POLICY

We accept the following methods of payment: debit/credit cards MasterCard and Visa.
Please note: neither cash payment nor American Express is accepted by the hotel.

Credit Card details are required at the time of booking to secure your reservation.

As per our flexible cancellation policy, 48hrs prior to your arrival your card will be charged for the full amount of your booking.

Advance purchase rate booking will be charged immediately, and the card provided for the charge must be presented on arrival, along with the appropriate ID.

If you wish to pay by Bank transfer, you must contact the hotel directly for further details. Please be aware Hotel accepts Bank transfer only if it is processed 7 working days prior to the date of arrival.

Third Party payments are accepted; however, you shall contact the hotel to receive the form of the third-party authorization. All required documents must be sent to the hotel at least 2 days prior to the date of arrival. Alternatively, you can fill third party form online, copy this link to your browser to fill the third-party form which will automatically be sent to our reception desk.

https://secure.eu1.echosign.com/public/esignWidget?wid=CBFCIBAA3AAABLblqZhBJKAoDIBVUtXulgu7wSMBfdmS1MYrbmFHIQGukxDsBj0JEjsgLurTl0XY6dtrjU1A*

For all payment queries please contact the reception desk:
+44 7935 502695; reception@camdenenterprise.com

Twitter @NW3enterprise

Instagram @camdenenterprise

CANCELLATION POLICY

The cancellation policy varies according to the rate that is booked. Please refer to the individual full rate descriptions given at booking.

For rates marked as “Flexible Rate” or “Refundable Rate” - These can be cancelled without charge 48 hours prior to the arrival. Cancellation and non-arrival charges apply after the relevant time and will be charged to the credit/debit card supplied at the time of booking.

We reserve the right to charge for the full accommodation per room booked if the above cancellation requirements are not met.

For rates marked “Advance Purchase” or “Non-Refundable Rate”- We require full prepayment for the entire stay at the time of the Booking and this is non-refundable and non-changeable booking type. Prepayment is charged to the credit/debit card supplied at the time of the booking. Cancellation or non-arrival at any time will result in the forfeiture of the prepayment.

COVID POLICY

If the Booking cannot be attended due to the guest or guest/s testing positive for COVID-19 and was booked after April 6th 2021, the hotel reserves the right to adhere to the conditions of the rate that is booked.

For reservations booked as “Advance Purchase” or “Non-Refundable”- cancellation will result in forfeiture of the pre-payment and is non-changeable.

Bookings made the “Flexible Rate” or “Refundable Rate” - Please send the confirmation from NHS of the positive test to reception@camdenenterprise.com. The reservation will be put on hold to be rebooked for a date within 2 months [60 days] from the original date of booking.

NON-SMOKING POLICY

Enterprise Hotel practices a strict NO SMOKING policy in all Hotel premises ("Non-Smoking Policy"). Smoking is prohibited in any part of the Hotel premises. Failure to comply with this policy entitles us to terminate your booking and stay at the Hotel at our sole discretion and you must leave the Hotel immediately without compensation or reimbursement. If cigarette butts are found within the room upon cleaning, this will be seen as violation of the Non-Smoking Policy.

A cleaning fee of £100 will be charged to any guest who violates the Non-Smoking Policy.

DRUGS & ILLICIT SUBSTANCES POLICY

Drugs & illicit substances are strictly prohibited in all Hotel premises (“Drugs & Illicit Substances Policy”). If any type of illicit substances are found on site Authorities will be called and this policy entitles us to terminate your booking and ask you to leave the Hotel immediately at our sole discretion.

PET POLICY:

Pets are not allowed, except for registered guide dogs.

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CHECK-IN AND CHECK-OUT

Guests may check-in at any time from **3.00p.m.** on the scheduled day of arrival.

In the interests of security and to prevent fraud, at the time of check-in, guests may be required to confirm their identity by providing their booking reference; their passport/identity card/driving license and a valid credit or debit card which will be swiped in the presence of the cardholder. All rooms that have been secured by credit/debit card or prepaid at the time of booking will be held until 11:59pm on the scheduled day of arrival unless otherwise agreed directly with the Hotel

Any non-secured reservation will be held until 8.00p.m. on the day of arrival at which time we will be entitled to re-let the room unless the guest has notified the hotel of a late arrival.

On the day of departure, the rooms shall be vacated by 11.00am. Late check-out after this time can be requested subject to availability and will be charged at an hourly rate of £10 at the discretion of the Hotel.

CHILDREN POLICY

The hotel accepts well behaved children over 10 years old accompanied by a minimum of 1 adult. The child cannot be left in the hotel room on their own at any time.

ACCESSIBILITY

Hotel is wheelchair user-friendly.

Please contact our Reception on +44 7935 502695 to discuss specific individual requirements and the availability of appropriate accommodation, and we will do our best to accommodate your needs.

PARKING

The hotel does not have the parking on site.

DAMAGE

We reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay or for any items that are missing when you leave.

RIGHT TO REFUSE ACCOMMODATION

Enterprise Hotel reserves the right to refuse accommodation to you or any person(s) without any notice and terminates any booking without being liable for any refund or compensation for the following reasons:

- The Hotel reserves the right to refuse a guest entry and accommodation if, on arrival, management reasonably considers that the guest is under the influence of drink or drugs, is unsuitably dressed or is behaving in a threatening, abusive or otherwise unacceptable manner.
- The booking has been paid through fraudulent means
- The person checking in is not or cannot prove that he/she is the person named in the Booking Confirmation as permitted under the provisions of these Terms and Conditions
- If the number of occupants is exceeding the number agreed on the booking