

Top 3 FAQs

Do SACO apartments have parking? Where should I park?

Some of our SACO properties have on-site parking, some don't. Here's a breakdown:

- SACO Cardiff - Cathedral Road. SACO Cardiff has limited car parking spaces, these are bookable in advance subject to availability. The cost is £10 per day. The car park is located behind the apartments and can be accessed via Dyfrig Street on Sophia Walk.
- SACO Bristol - West India House. There is no car park on-site at SACO Bristol. The nearest car park is the NCP car park on Queen Charlotte St, Bristol BS1 4ES. Visit the NCP website for more information and pricing details.
- SACO Derby - The Millhouse. There is on-site parking at SACO Derby. You must book in advance and will be directed to park in the space corresponding to your apartment number. Car parking spaces are £10 per night. Additional spaces are available on request and subject to availability.
- SACO Aparthotel Farnborough. There is free on-site parking at SACO Aparthotel Farnborough. The car park can be accessed behind the building from Somerset Road.
- SACO Fitzrovia - There is no car park on-site at SACO Fitzrovia. However, the nearest car park is a 24 hour NCP, Regents Park, Holiday Inn, Carburton Street, W1W 5EE
- SACO Fleet Street – Crane Court- There is no car park on-site at SACO Fleet Street - Crane Court. However, the nearest car park is NCP London Saffron Hill, 14 St Cross St, Farringdon, London EC1N 8XA. It's 0.5 miles from the property which is an 11 minute walk.
- SACO Holborn - Lamb's Conduit St. SACO Holborn has two car parks, an underground and an over ground car park both with limited parking spaces. The over ground car park is located behind the building and is accessible via Long Yard. The underground car park is accessible via the ramp entrance next to Long Yard, on the left. Please check in at reception before parking. The receptionist will give you a parking permit and further directions on where to park. The cost is £25/night.
- SACO Jersey - Merlin House. There is no car park on-site at SACO Jersey. However, there is a multi-storey car park which is a five minute walk up the road. There you can park free of charge between 5pm and 8am paid for with pay cards or Paybyphone App. For more information please contact SACO Jersey directly.
- SACO Nottingham - The Ropewalk. There are two on-site parking options at SACO Nottingham, one is an underground car park and the other an external car park. Both cost £15/night and are accessed with a parking card which will be given to you at check-in. Underground parking is below the building and the external car park is on the corner of Upper College Street, College Street and The Ropewalk and is displayed with a SACO sign.

Do you offer luggage storage?

We can store your luggage free of charge at any of our properties which have a fully manned reception desk, just ask the on-site team when you arrive.

What time is check-in and check-out?

Check-in is generally from 4pm onwards and check-out is 11am across all our properties. Early check-in at 2pm and late check-out at 1pm is also available for an additional fee, subject to availability. To avoid disappointment, we please ask that you book your early check-in when making your booking. If requested closer to arrival, we recommend checking with the property at least 48 hours before arrival to ensure early check-in is still available. You can add early check-in and late check-out to your booking by contacting our Guest Services team on 033 0174 2694.

Bookings

How do I make a booking?

You can make a booking at any of our SACO properties either online via our website by searching for your preferred property or location, or by contacting our Central Reservations team via LiveChat.

Can I make specific booking requests?

Please make any special requests at the time of booking by contacting either the property directly or our Guest Services team on 033 0174 2694. The team will do their best to ensure that we accommodate these requests where possible.

Can I amend or cancel my booking?

At the time of booking you will be provided with our Booking Terms and Conditions which includes the Cancellation and Amendment policy (you can also find these here: <https://www.sacoapartments.com/booking-terms-and-conditions/>). Please read these thoroughly. you will be charged for any cancellations or amendments will depend on the rate booked, as outlined in this policy.

Once you check-in you will receive a card with the Apartment Managers details and any other relevant information, including check-out times and check-out instructions should you need to make amendments during your stay.

I have a promo code - how do I use it?

To apply a promo code to your booking simply select your property, enter the dates of your stay and type your code in the discount code field. Once you hit 'apply code' the discount will be automatically applied and will show as a separate rate in the search. Discounts cannot be given retrospectively so if you are having trouble applying them to your booking, please give our Guest Services team a call on 033 0174 2694.

How do I make a group booking?

We can also cater for larger bookings across multiple apartments. If you're looking to make a booking for a group of 10+ people, note that group terms will apply. Get in touch with our Central Reservations team directly via LiveChat to discuss and confirm your group booking and clarify any additional terms.

What is SACO's price match guarantee?

We work hard to ensure that the prices on our website match those you may see on third party websites. Our philosophy is that the rate you see on our website should be the same as, or better than, any other online channel. Our price match guarantee ensures that on the off chance you do find our apartments cheaper elsewhere, just let us know and we'll match or beat the price.

What payment types do you accept?

We accept American Express, Visa Credit, Visa Debit, Visa Electron, Via Purchasing, V Pay, Mastercard, Mastercard Debit and Maestro payment types. Please note - we do not accept cash or cheques.

Where can I find my invoice?

You will be sent your invoice at the time of booking but should you not receive it, please get in touch with our team.

How far in advance can I make a booking?

It generally depends on the location requested, but usually we only accept bookings for stays no more than 12 months in advance.

Can I make a booking for myself using someone else's credit card or payment details?

If you would like to do so, please contact our Central Reservations team via LiveChat.

Can I book a stay with SACO for one night?

Most of our properties have no restrictions on length of stay. However, our property Wittenberg by Cove in Amsterdam has a minimum length stay of 7 nights.

What are the reception opening times at SACO apartments?

Reception opening times vary between our SACO properties. Please get in contact with each property directly to find out more information on reception opening times.

Can I arrive earlier than my check-in time?

We offer early check-in at 2pm for a fee, subject to availability. You can make this request when booking. If you are arriving outside of standard check-in times, then depending on the property we may need to arrange alternative access for you - i.e. a meet and greet service. Please contact our Guest Services team on 033 0174 2694 if you require these services and we will do our best to accommodate you.

What if I'm arriving outside of these hours?

Depending on the property, we would need to arrange alternative access for you - i.e. a meet and greet service. Please contact our Guest Services team on 033 0174 2694 if you require these services and we will do our best to accommodate you.

What do I need to bring for check in?

Upon arrival you will need to provide proof of I.D (a passport or driving licence) as well as the booking confirmation.

Can I pay in cash on arrival?

No - unfortunately we do not accept cash at any of our properties.

Property information

What's the difference between an aparthotel and a serviced apartment?

Our aparthotels are the perfect combination of home and hotel; enjoy the privacy and spaciousness of a self-catering serviced apartment and the excellent hotel facilities that travellers crave. Aparthotels are perfect for those that want their own space, but still like to know there's a reception team on hand to assist with queries. Our traditional serviced apartments differ in that they are typically self check-in with no on- site team or reception desk. Both also usually offer a fully-size kitchen equipped with all the necessities for an extended city stay. We offer these elements to ensure you can live privately and independently during your trip, just as you would your own home.

Are there accessible apartment options available?

We have a variety of accessible options across all of our locations, however they may differ between properties. Please contact the property directly - or our Guest Services team on 033 0174 2694 - to check whether the apartments at your chosen location are accessibility-friendly, for specific access information and to discuss your requirements.

How often will my apartment be cleaned?

Stays that are longer than 7 nights will receive a weekly clean starting on the 7th day from arrival. You can request additional cleans, but there will be an extra charge for this service.

What can I expect in my apartment?

This would completely depend on which location and apartment type you opt for, but one thing we can guarantee is comfort, spaciousness and privacy. Oh, and a fully-equipped kitchen, private bathroom, and tea, coffee and biscuits to get you through your first morning. And of course, your basics; bed, kitchen table or dedicated workspace, and a sofa for relaxing. Most of our beds are standard King size (150cm x 200cm), depending on what apartment type you choose. For even more specific property information, please contact the property directly or give our Guest Services team a call on 033 0174 2694.

Do you have Wi-Fi?

We offer complimentary Wi-Fi at all our properties. Most of our larger properties offer HyperOptic which is superfast 100/100 MBps for every apartment. Wi-Fi passwords can be found on the routers at most properties but if you're having trouble getting connected please contact our Guest Services team on 033 0174 2694.

Where do I collect and leave my keys at self check-in properties?

Upon confirmation of booking, and once payment is received, you will be provided with all access details via email. This includes check-in codes for any self check-in properties. If you have not received this information prior to arrival, please give our Guest Services team a call on 033 0174 2694.

Is breakfast provided?

All our apartments are self-catering so we do not offer breakfast - but we do offer tea and coffee to get you through your first morning.

Can you offer recommendations for local food and drink outlets?

Yes, when staying at a SACO aparthotel a member of the on-site team can recommend local restaurants. Often we partner with our favourites to give our guests exclusive discounts so be sure to speak to the reception team before you head out.

Business & longer stays

Do SACO offer corporate rates to companies and individuals?

Yes, we do have a number of corporate options which can be adapted for your needs and requirements. For more information, please get in touch with us via LiveChat.

What is the benefit of booking an apartment for an extended stay period as opposed to booking Monday - Thursday each week?

Our rates are determined by the number of consecutive nights being booked, therefore the longer the length of stay the better the nightly rate we can offer. Often taking an apartment on an extended stay period can work out a similar cost to booking four nights per week - with the

added benefits of having the option to stay any night of the week and you get to keep the same apartment for the entire period so you don't have to worry about moving your belongings between rooms. Please get in touch via LiveChat to find out more.

What is the longest period of time I can stay with SACO?

There is no limit on how long you can stay - we'll have you for as long as you'll have us!

Do you cater for group bookings?

Yes, we do. We have a number of properties which offer two and three bedroom apartments which can comfortably accommodate larger groups. Most of our two bedroom apartments have two bathrooms, making them a great cost saving option for two guests travelling together. Enjoy the privacy of your own bedroom and bathroom with a shared living space.

Do SACO apartments have a minimum length of stay?

Most of our properties have no restrictions on length of stay. However, our property Wittenberg by Cove in Amsterdam has a minimum length stay of 7 nights.