

Are children allowed to stay?

Yes, our properties are well equipped for children. However, all children must be accompanied by a parent or guardian who is over 18. Cots are available free of charge for children under 3 - if you require one, please note as a special request when making a reservation.

How do I change or cancel my booking?

How to cancel or amend your booking depends on your booking method, and terms vary. Please note that non-refundable bookings cannot be cancelled or amended without cancellation/amendment charges applying. If you've booked on a Flexible rate, stays can be cancelled, extended or amended free of charge, as long as sufficient notice is given. If you made your booking via a third party or online travel agency (OTA) and need to cancel or amend your stay, please contact them directly. In this case, the host cancellation policy will apply.

Check our booking [T&Cs](#) for the nitty gritty, and refer to the rate terms when booking your stay.

What time is check in?

Standard check in: Our standard check in time is 4pm at all of our Locke apart-hotels. Our front desks are manned 24/7, so you can arrive at any time after this. If you're planning to arrive later than 11pm, please let us know in advance, as a House Host may need to unlock the main doors for you.

Early check in: If you'd like to get the keys a little earlier, early check in at 2pm is available for an additional fee of € / £10/12 CHF, subject to availability. To avoid disappointment, book your early check in when making the 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.

If you're a member of the Locke Community and book using your promo code, you'll get early check in added automatically to every stay. You can join the Locke Community [here](#).

Do you offer discounts for long stays?

Yes we do - the longer you stay, the cheaper the rate will be. The discounts are embedded within the rates you'll see when making a booking, so there's no need to add a promo code.

STAY WEEKLY: SAVE UP TO 15%.

STAY MONTHLY: SAVE UP TO 20%.

Do your properties have on-site parking?

Some Locke properties have limited on-site parking spaces available for an extra fee, subject to availability. Properties with on-site parking:

Turing Locke, Eddington (£15 p/n)
Schwan Locke, Theresienwiese (€20 p/n)
WunderLocke, Sendling (€10 p/n)
Ember Locke, Kensington
Properties with no on-site parking:

Leman Locke, Aldgate
Buckle Street Studios by Locke, Aldgate
Locke at Broken Wharf, Millennium Bridge
Bermonds Locke, Tower Bridge
Zanzibar Locke, Ha'penny Bridge
Beckett Locke, North Docks
Whitworth Locke, Civic Quarter
Eden Locke, George Street

How do I make a group booking?

All group bookings for 10 apartments or more (including those made via our website) will be subject to special conditions and payment terms, and a deposit may be required. Get in touch with our group bookings team to enquire about rates and dates.

Can I extend my booking?

We'd love you to stay longer (as long as we have the space). At most of our locations, there's no limit to how long you can stay with us. Note that booking extensions will be counted as a separate booking, so while we'll try our best to keep you in the same apartment for your whole stay, sometimes it might not be possible.

It's always best to book your whole stay in advance if you can, as our longer stay discounts may not apply on stays that are extended after the booking has been made. If you're currently staying at one of our properties, ask a house host at front desk to help to out.

When will I get charged for my booking?

Payment terms vary depending on the rate booked, so please check the rate terms when making your booking.

For Pay Now rates: Full payment will be taken at the time of booking.

For Pay on Arrival rates: Payment will be taken from the credit or debit card provided at the time of booking on the day of arrival. Please note, we do not accept cash at any of our properties for Pay on Arrival bookings. All reservations must be guaranteed with a credit or debit card at the time of booking, and a 1% pre-authorisation fee will be charged. It is your responsibility to

ensure that your payment details are accurate. Payment details can be amended when checking in online, [here](#).

Please note, any local or city taxes may apply separately.

Do you offer airport pick up?

Unfortunately, we aren't able to offer airport pick-up or shuttle transfers.

What time is check out?

Standard check out: Our standard check out time is 11am at all of our Locke apart-hotels. We offer a contactless check out service, so feel free to leave at any time before this.

Late check out: If you'd like to snooze a little longer, late check out at 1pm is available for an additional fee of €/\$10 (subject to availability). We advise where possible to check with the property upon arrival. If you're a member of the Locke Community and book using your promo code, you'll get a late check out added automatically to every stay. You can Join the Locke Community [here](#).

I'm arriving early or leaving late. Can you store my luggage?

We're happy to store your luggage during the day if you're arriving earlier than check in time, or want to explore the city after you check out. If you'd like us to store your things overnight, please ask one of our House Hosts at the property directly, and they'll see what they can do - note that a fee may apply.

Does Locke accept hen or stag party bookings?

As a general policy, group bookings for stag or hen parties are not accepted at any Locke property.

Are Locke hotels dog friendly?

Locke welcomes guests and their furry friends for stays at all properties for a one-off fee of £40. This cost includes deep-cleaning, plus toys and treats, a dog bowl and door hanger to use during your stay, and is available at all Locke properties, in all apartment types. However, we do have some house rules, to keep you, your dog, and our other guests happy:

One dog per room

Dogs 20kg and under

One flat fee of £40 per dog stay (includes deep cleaning, treats and toys).

All guests with pets must sign the Locke Pet Waiver form when checking in

A dog bowl and furry friend door hanger are provided as part of the package, but are to be left at the property upon check-out

Dog beds are available on request (but not guaranteed).

We reserve the right to ask any guests with pets to leave if the pet is causing damage to the room or is causing a nuisance to other guests.

Can I leave my dog in my room?

We don't advise leaving your dog alone in your apartment. If this is required for a short period of time, you'll need to notify our House Hosts beforehand.

Can I get something posted to my apartment so it's there when I arrive?

Yes, you can get post sent to your apartment. Just make sure you use the correct address, and include your name and booking reference on the delivery. Note that post won't get delivered directly to your apartment - it will be held at Front Desk.

Can I have guests over to my apartment?

Yes. Your apartment is your home, and your friends are our friends.

However, even we have boundaries:

Four's company, five's a crowd – no more than four people in your apartment, please

No more than two people sleeping in each double/king-size bed

No visitors after 10pm or before 8am

Can I order takeaway to my apartment?

Yes, we're more than happy for you to order in - UberEats, Deliveroo, JustEat, you name it.

The drivers will leave your order at the front door of the main building, or with our House Hosts at the front desk when they arrive, so you'll just have to pop down to collect it. Please be sure to include your apartment number in the delivery address. Please note that delivery direct to your apartment door isn't possible, so keep an eye on the delivery time.

Do you provide towels?

Yes - you'll find fluffy white towels for each guest in your apartment. Let one of the House Hosts know if you need any more.