

Good and Bad

The Buckingham Hotel, London, UK

12/29/2018

The hotel used to be known as the St. James - a fact that most London cabbies will remind you of. It is a mystery why the owners chose to rename it with its street - that is okay in New York but apparently not in London according to taxi drivers. The hotel (apartments) boasts a 5 star 5 diamond label but probably needs some sprucing up to really merit that. For example, the elevator - sized like a coffin - in the building adjacent to the main building has an old worn out carpet and has short jerky movements and gets filled quickly resulting in waits at the ground level. On check-in the receptionist promised various newspapers the next morning besides the complimentary Independent only to find NOTHING delivered. The Independent did arrive on the second morning. The breakfast room is tiny and gets filled in rapidly on weekends with the staff valiantly trying to keep guests seated and served but usually is unable to cope - example: cappuccino ordered showed up tepid and luke warm. Evidently it came from some place far away (probably the hotel next door which management does little to let on that it is part of the same ownership). On the plus side, great location - walking distance to almost any part of central London.

Reviewer: Constance Kirkland