

Great location average hotel

The Kensington Hotel, London, UK

9/2/2018

The service was pretty average - when we had a problem with the blinds being broken, I had to ask if we could move to another room instead of being offered. The only other room available was on the below ground level, which was dark, smelly (dank) and unsecure (someone could just walk off the street and access the room through the window), so we just had to deal with the sunlight streaming through the window in the morning. The room was pretty tiny, but clean; once we had 2 suitcases on the floor, there was no room to move. The bathroom was poky too, had to walk sideways to get into the shower! Location is excellent, a short walk to Earl's Court tube, restaurants and museums. Breakfast was okay - the coffee is terrible, you're better off grabbing one whilst you're out. Loved the location, disliked the size of the room and the service.

Reviewer: Gulzar Mehta