

worst hotel ever in 10 years of business travel

The Kensington Hotel, London, UK

9/8/2018

first room: smallest double room ever one person had to lie on bed if other person wanted to move around / no table, chair or even bedside table/bed linen dirty / towels dirty / black hairs in the bed, sink and on the tea tray / tea tray filthy and dusty - probably not used for ages / bathroom stank of mould and air freshener/ tv did not work properly/ lightbulbs in room did not work/ rat poison in unclosable cupboard/ gave up and complained and were relocated to a 'family' room...family room: better size and at rear of hotel so relatively quiet/ bed linen and towels even dirtier than first room/ no hot water in shower or sink/no batteries in tv remote and tv did not work properly/very dangerous 13 amp socket hanging out of wall BEHIND the bed which will cause a fire very soon/nowhere to hang wet towels/room cold and fire did not work/worst breakfast ever - cheap sliced bread, croissants and fruit - did not even bother second morning/possible the most disappointing hotel i have ever stayed at - cheap yes but i would rather have spent extra and stayed elsewhere.we thought we had stumbled on a reality tv show to see how much guests could take before cracking up - avoid at all costs !!!

Reviewer: Matthew Daughtry