

Octank Hotels has several locations around the world. This document contains information about the Octank Hotels location in London, England.

Octank Hotels London FAQ

Situated in fashionable South Kensington overlooking Cromwell Road, Octank Hotels London places you in the heart of Victorian grandeur and modern city buzz. This 19th century row house turned design hotel blends contemporary style with classic British sophistication across 210 rooms. Original touches like working fireplaces and ornate crown molding offset sleek decor and high-tech in-room tablets controlling lights, TV and 24-hour room service. Fuel up on full English breakfast and locally roasted coffee at our indoor café or unwind with afternoon tea in the English Garden. Work out in the fitness studio before indulging in an evening massage. Our concierge arranges VIP access at nearby museums and priority bookings for West End theatre. Top shopping at Harrod's and the King's Road are a quick Tube ride away. Whether here for business or pleasure, Octank Hotels London provides five-star luxury in an unmatched location.

1. What are the check-in and check-out times?

Check-in time is 2pm and check-out time is 10:30am. Early check-in and late check-out may be available upon request and availability. Please inquire at the front desk upon arrival.

2. Do you offer airport shuttles?

No

3. Is parking available? What is the daily parking fee?

Self-parking and valet parking are available. Daily self-parking rate is £20. Valet parking rate is £40.

4. What amenities are available at Octank Hotels London?

- Free wireless high-speed internet access
- Fitness center
- Outdoor pool and hot tub
- On-site restaurant and bar
- Room service
- Laundry facilities
- Concierge services
- Meeting rooms and event space

5. Is there an extra charge for children staying at this hotel?

No. Rollaway beds are available for an additional £25 fee per night, subject to availability. Cribs are available free of charge on request. Please contact the front desk to request cribs or rollaway beds.

6. Is there a pool? What are the pool hours?

Octank Hotels London has an outdoor pool that is open through the summer months. Pool hours are 6am-10pm daily. Proper swimwear is required and no lifeguard is on duty at any time.

7. Is the fitness center free for guests? What are the hours?

Yes, access to the fitness center is included for all Octank Hotels London guests at no extra charge. Fitness center is open from 5 AM - 9 PM every day. The fitness center offers a range of cardio and strength training equipment. We also offer fitness classes, saunas, steam rooms, and other amenities for a fee. Please contact the reception for details. Access may be restricted to guests 18 years and older. Proper athletic attire and footwear is required.

8. Does this location provide room service? What are the hours?

24-hour room service is available at Octank Hotels London. In-room dining menus offer a variety of breakfast, lunch, and dinner options. Hours may vary by on-site restaurants. A £12 delivery fee and 15% service charge applies to all room service orders. For quick service, please dial 4 from your guest room phone.

9. Does Octank Hotels London provide toiletries like shampoo, soap, etc?

Yes, each Octank Hotels room is stocked with complimentary toiletries and bath amenities including shampoo, conditioner, soap, lotion, and bath gel. Additional amenities like toothbrushes, razors, and shaving cream are available upon request at the front desk. If any items are missing from your room, please contact housekeeping.

10. How can I get extra towels or have my room cleaned?

Fresh towels and daily housekeeping service are provided free of charge. To request extra towels or pillows, additional amenities, or to schedule midstay service, please contact the front desk by dialing 9 on your in-room phone. Daily housekeeping includes trash removal, changing sheets and towels, vacuuming, dusting, and bathroom cleaning. Just let us know your preferred service times. A Do Not Disturb sign can be placed on your door to opt out for the day.

11. Does the hotel provide hair dryers in the room?

Yes, each guest room at Octank Hotels locations includes a hair dryer. Hair dryers are typically located in the bathroom drawer or mounted to the bathroom wall. Please contact the front desk immediately if the hair dryer is missing or malfunctioning so we can replace it.

12. What type of WiFi or internet access is available at this hotel?

Access to a basic WiFi is included in the cost of your reservation. Free high-speed wireless internet access is available at £6/day during your stay. To connect, simply choose the Octank Hotels London WiFi network on your device and open a web browser. For questions or issues with connectivity, please contact the front desk for assistance. Wired internet access is also available at the business center and meeting rooms. Printers, computers, and IT support may be available for business services and events. Please inquire with the front desk for details on business services.

13. Does this location have electric car charging stations?

Yes, we have 8 level-2 electric car charging stations at this location. They are located in the self-parking area. Guests can request an on-site parking spot nearest the charging stations when booking parking accommodations. Charging rates may apply.

14. What is the pet policy at this hotel? Are dogs allowed?

Pets are welcome here. There is an additional fee of £70 per stay. Restrictions may apply based on size, breed, or other factors. Dogs should be under 50 lbs. Certain dog breeds may be restricted. Cats may also be permitted. Please contact reception in advance to confirm pet policies. Pet owners are responsible for cleaning up after pets on hotel grounds. Pets must be attended at all times and may not be a disturbance to other guests. Pets are restricted from restaurants, lounges, fitness areas, and pool decks.

15. Does Octank Hotels have laundry facilities for guest use?

Yes, self-service laundry facilities with washers and dryers are available for guests to use. Laundry facilities are located on the 2nd floor adjacent to vending machines and ice machines. Detergent is available for purchase via vending machines. The cost is £2 to wash and £2 to dry per load. For any assistance with laundry services, please dial 0 and speak with the front desk. Valet laundry and dry-cleaning services may be offered for an additional fee.

16. Can I request extra pillows or blankets for my room?

Absolutely. Our housekeeping team is happy to bring additional pillows, blankets, towels and other necessities to make your stay more comfortable. We offer hypoallergenic pillows and have extra blankets available upon request. Please contact the Octank Hotels front desk to make a special request. Dial 0 on your in-room phone. Extra amenities are subject to availability. Extra bedding must be left in the guest room at checkout to avoid additional fees.

17. Do you provide cribs or rollaway beds?

Yes, cribs and rollaway beds are available upon request at all Octank Hotels locations. Please contact the front desk as far in advance as possible to make arrangements, as these are limited in quantity. Cribs are provided complimentary as a courtesy. Rollaway beds are subject to an additional fee of £15 per night.

18. What type of accessible rooms or ADA rooms do you offer?

We provide accessible guest rooms tailored for those with disabilities and mobility needs. Accessible rooms feature widened doorways, lowered beds and sinks, accessible showers or tubs with grab bars, and other ADA compliant features. Please request an accessible room at the time of booking to ensure availability.

19. Does this hotel provide microwaves and mini-fridges?

Microwave and mini-refrigerator combos are available in select room types upon request and subject to availability. When booking your reservation, please inquire about availability of fridges and microwaves. An additional £12 daily fee applies for use.

20. Can I rent a conference or meeting room?

Yes, We offer conference and meeting rooms that are available for rent at competitive rates. Options at this location will range from board rooms seating 10 to ballrooms accommodating up to 500 guests. State-of-the-art AV equipment is available for rent. Contact the Events Department at events-london@octankhotels.com to check for availability and request a quote.

21. Is there an ATM or cash machine onsite?

For your convenience, the ATM machine is located near the front desk and lobby. It provides 24/7 access to cash in amounts up to £500 per transaction and accept all major credit and debit cards. Foreign transaction fees may apply. Please see the front desk if you need any assistance locating or using the ATM during your stay.

22. Is there a spa?

Yes, the luxurious on-site spa provides massages, facials, body treatments, manicures and pedicures. For availability and booking, please ask the front desk for details or visit the spa directly. Day passes may be available for non-hotel guests. Additional spa access fees apply.

23. Is there an option for late checkout?

Late checkout is an option based on availability. The standard checkout time is by 10:30 AM. Please inquire about late checkout options at check-in or contact the front desk at least 24 hours prior to your departure date to make arrangements. Late checkouts are subject to a half-day room rate charge.

24. Do you offer room upgrades?

Room upgrades may be purchased upon check-in based on availability. Upgrades to suites, executive floors, or rooms with preferred views are subject to additional charges. Rates vary by date, room type, and location. Please inquire about upgrade options and pricing at the front desk during check-in. Advance reservations are recommended to guarantee upgrades.

25. Do the rooms have air conditioning and heating?

Yes, every guest room at all Octank Hotels locations is equipped with individual climate controls allowing air conditioning or heating as desired. To operate, simply adjust the thermostat in your room. If you have any issues regulating the temperature, please contact the front desk immediately and we will send an engineer.

26. Does Octank Hotels provide wake-up call service?

Complimentary wake-up calls are available upon request. Please contact the front desk to schedule a customized wake-up call during your stay. In-room alarm clocks are also provided for your convenience. For international locations, please specify if you need a domestic or international phone call.

27. What is the smoking policy?

For the comfort of all guests, we enforce a non-smoking policy in all guest rooms and indoor public spaces. Designated outdoor smoking areas are available on-site. A minimum £100 cleaning fee will be charged for smoking detected in rooms. Smoking is prohibited by law on all hotel shuttle buses. Thank you for not smoking inside Octank Hotels.

28. Does this location offer child care services?

No, we apologize that child care services are not available at this hotel. As an alternative, our front desk can provide recommendations for qualified local babysitting agencies and nanny services to assist families during their stay. Please let us know if you need any recommendations. Additional fees will apply.

29. What are the dining options on-site?

At the Octank Hotels in London, you will have a variety of delightful dining options to choose from:

1. The Regal Dining Room - A sophisticated and elegant restaurant offering an exquisite dining experience. The Regal Dining Room serves a range of international cuisines, featuring seasonal and locally sourced ingredients. It's perfect for a leisurely breakfast, a business lunch, or a romantic dinner. Timings: Breakfast (7:00 AM - 10:30 AM), Lunch (12:00 PM - 3:00 PM), Dinner (6:00 PM -10:30 PM)
2. The Conservatory Cafe - A bright and airy cafe with a glass-enclosed seating area overlooking the hotel's beautifully landscaped gardens. The Conservatory Cafe offers a casual and relaxed atmosphere, serving a variety of light meals, sandwiches, salads, and freshly baked pastries throughout the day. Timings: Open daily from 7:00 AM to 9:00 PM
3. The Windsor Pub - A traditional English pub with a warm and inviting ambiance. The Windsor Pub offers a cozy setting with wood-paneled walls, leather seating, and a selection of local and international beers on tap. The menu features classic British pub fare, such as fish and chips, shepherd's pie, and a range of appetizers and sharing plates, making it an ideal spot for a casual lunch, dinner, or a night out with friends. Timings: Open daily from 11:00 AM to 1:00 AM

Whether you're seeking a fine dining experience, a casual eatery, or the convenience of room service, the Octank Hotels in London promises to take your taste buds on an otherworldly journey through our unique and unforgettable dining options, available at various times.

30. Does the hotel provide transportation or town car service?

Yes, we can arrange transportation, car service, and limousine transfers for an additional fee. Please contact the concierge desk at least 24 hours in advance to make arrangements. We have relationships with reputable local car services and drivers. Airport shuttles, taxis, and other transportation can also be requested through your front desk.