

Can't believe the place is still in business!

The Kensington Hotel, London, UK

10/10/2018

My Girlfriend and I regrettably choose the this hotel without checking up on trip advisor first! As another reviewer mentioned it is clear the owner invested heavily on the lobby area and with good reason, to give you this false illusion of things to come.....Note reception will insist on taking the full payment for your stay prior to check out. Once we had crossed the point of no return we were greeted by a damp musty smell in the corridor (not a good start) upon entering our room further disappointments. TV hanging off the wall supported by a hand towel... disgusting rotting smell in the toilet, cupboard with leg missing, rusted ancient balcony doors unsecured and lumpy bed.Reception now offered a twin room on the lower level. EVEN WORSE. The lower level corridors smelt of cannabis our second TINY room offered dirty tea tray, tasteless plastic bin with rubbish still in, two rat poisoning kits on display, used cotton buds/rubbish swept under the beds again.Exhausted! reception upgraded us to the family room (top floor) Basic, no hot water and shower rail fell off on my foot Breakfast was awful AVOID AVOID AVOID!

Reviewer: Maryellen Ellis