

· APART HOTEL RUGBY ·

GUEST GUIDE & HOTEL POLICIES

ALL PRICES IN GBP · NO VAT IS CHARGED · APARTHOTELRUGBY.CO.UK

CHECK-IN FROM 3:00 PM · CHECK-OUT BY 10:30 AM · QUIET HOURS 10 PM – 7 AM · 100%
NON-SMOKING

Cancellation

Timing is counted back from your check-in date.

14+ days before

Full refund

Cancel 14 or more days ahead and we refund every penny.

8–13 days before

25% cancellation fee

We keep 25% of the booking amount and refund the rest.

7 days or fewer

Non-refundable

Cancellations this close to arrival are not refunded.

No-show: if you don't arrive and haven't cancelled, the full booking amount is charged. We will still make reasonable efforts to re-let the accommodation, and any nights we re-sell will be refunded to you.

Extras & Fees at a Glance

Late check-out

£30

Until 2:30 PM, booked one day ahead

Air conditioning

£5 / hotel day

Activated remotely after payment

Housekeeping

£15 / service

Included free on stays of 7 nights or longer

Dog stay

£30 / dog / stay

Ground-floor Deluxe Studios · assistance dogs always free

Luggage storage

Free

Secure ground-floor lockers, £1 coin returned

Smoking deep-cleaning fee

up to £200

Charged only if evidence of smoking is found

Booking & Payments

Booking Confirmation

Every reservation is confirmed with a valid credit card or deposit. Once confirmed, your booking confirmation arrives by email.

Payment

Payment is due at the time of booking or on arrival — your booking confirmation says which. We accept bank transfer and card payment.

Invoices

Complete the Invoice Request Form on our rooms page (aparthotelrugby.co.uk/rooms), or email info@aparthotelrugby.co.uk with your full name, reservation dates, booking reference and billing details.

Damages

Guests are responsible for damage caused to the property during their stay and may be charged the reasonable cost of repair or replacement. Every charge is itemised, and we provide supporting evidence on request.

During Your Stay

Late Check-Out

Standard check-out is by 10:30 AM. Late check-out until 2:30 PM is available for a flat **£30** — the fee is the same whether you leave at 12:00, 1:00 or 2:30 PM. Let us know at least one day before check-out by email or WhatsApp, pay via our secure payment link or on our rooms page, then send a screenshot of the confirmation via WhatsApp with your full name and room number.

Air Conditioning

All rooms have air conditioning, available as an optional extra for **£5 per hotel day**. After check-in you receive a secure payment link — once paid, we activate it remotely.

- A **hotel day** runs from 3:00 PM to 10:30 AM the following morning — not 24 hours. Buy at 11:00 PM and it stays active until 10:30 AM; to keep cooling after that, purchase another hotel day.
- For safety, the system pauses between 11:00 PM and 6:00 AM. During those hours you can reactivate it for one hour at a time from your control link.
- Keep windows and doors closed while it runs — smart sensors switch it off automatically if one is left open.
- 20–22°C is the sweet spot. Setting it much lower won't cool the room faster, but may reduce efficiency.

Housekeeping

Staying 7 nights or longer? A full housekeeping service is included free: fresh bed linen, fresh towels, full room cleaning and replenished essentials. For shorter stays — or an extra clean any time — the same service is **£15** per visit.

Dogs

Well-behaved dogs are welcome in our ground-floor Deluxe Studio rooms (other room types are not available for pets). The fee is **£30 per dog per stay**, whatever the length of your booking. Tell us before arrival and we'll have a dog bed, bowls, training pads and a small welcome surprise waiting. **Assistance dogs** stay free in every room type.

Occupancy & Visitors

Rooms are prepared and priced for the number of guests on the booking — only those guests may stay overnight. Visitors are welcome during the day, but must leave by 10:00 PM. If more people are found staying in the room than booked, we may charge the applicable rate for each additional guest, ask the unregistered guests to leave, or — in serious cases — cancel the remaining booking without refund.

Luggage Storage

Free secure lockers on the ground floor, before check-in or after check-out. Lockers take a £1 coin, returned when you collect your luggage.

Waste on Longer Stays

Leave rubbish bags outside your room door before 8:00 AM for collection, or use the large orange bin behind the hotel at any time.

Smoking

Apart Hotel Rugby is 100% non-smoking — no smoking or vaping anywhere inside the hotel or guest rooms. If we find evidence of smoking, a specialist deep-cleaning fee of up to **£200** covers the reasonable cost of

removing odours and preparing the room for the next guests.

Quiet Hours

From 10:00 PM to 7:00 AM we ask all guests to keep noise low — quiet conversations, TV and music down, neighbours asleep.

Questions or Concerns?

Tel 020 8064 3025 · info@aparthotelrugby.co.uk · aparthotelrugby.co.uk · [@aparthotelrugby](https://www.instagram.com/aparthotelrugby)

'Apart Hotel Rugby' is a trading name of Ourcity Lettings Ltd.

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