

## DON'T GO THERE !!!!!

Review of [Kew Rooms](#) Reviewed 24 October 2013

Visiting London for a family wedding in July, booked what seemed a nice and convenient B&B. BIG MISTAKE. When we arrived at the B&B it initially took 15 minutes to illicit a response, not even sure we were at the right place as there was no signage only knew it was the place as recognised the house from picture on the booking site.

Scaffolding outside, which from reading other reviews since, seems to have been there for some time.

After first being shown to the ground floor bedroom we dropped of our cases and my partner's birthday gifts and headed out.

On returning a few hours later and not being able to get into the room, spoke to the staff and seemed to be interrupting a private dinner party, which felt very uncomfortable; when they couldn't open the door, they went outside and got into the room through an unlocked window. On asking how we could lock the windows, I was told that they didn't lock. But don't worry you can leave anything valuable in the office..

This is when it occurred to us that our cases and some expensive presents had been left in a room accessible by anyone off the street.

To top this they had consumed the bottle of bubbly I had asked them to keep in their fridge for me, but they said it was OK, they had replaced it with something better !!

On further inspection of the room, there was missing skirting board, bits out of the carpet and packs of flooring under the bed, in a guest room ???? and that is when we left.. and went to the Travelodge on Kew Bridge.

Oh the vagaries of not reading reviews!!!

At least they didn't have the cheek to charge us, and did not at all seem bothered when we said we were leaving, perhaps it's happened a time or to previously ..

**Date of stay:** July 2013

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*This review is the subjective opinion of a TripAdvisor member and not of TripAdvisor LLC*

**alastairdobbie, Manager at Kew Rooms, responded to this review** Responded 25 November 2013

Dear Customer,

Thanks for your comments. We appreciate the feedback.

The faulty door lock has been replaced. The original fault was with the alignment of the door which has also been renewed.

The window lock had paint on it which was blocking its application. We have removed the paint and the windows now lock securely from the inside.

Our interior work on the room has been completed and our scaffolding is due to come down in one week, so we hope that we will be in a position to accommodate you better should you choose to visit again.

Many thanks for your review.

Faithfully yours,  
Alastair Dobbie  
Manager