

Our Stay at the Whiteleaf Hotel* (London, UK)

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*Recommended by and arrangements made by Limburg Travel (Maastricht)



The Whiteleaf Hotel

- Promises made on the [Whiteleaf Hotel Web site](#):
 - All rooms feature:
 - Iron and ironing board (on request)
 - TV with satellite channels
 - Including Sky News, CNN, and Eurosport
 - Daily Maid Service
 - Rooms are recently refurbished, with clean and tasteful furniture.

- What did we receive?
 - “There is no iron in the entire hotel”
 - (comment from the front desk receptionist)
 - Four (local) TV channels
 - but, NONE of those listed above
 - Daily emptying of our trash cans
 - but, no other “maid service” was provided, and the door was not fully closed on two separate days (and thus unlocked when we returned)...
 - Rooms that had not been refurbished in years (decades?), with sloping floors, holes in the walls, and pitiful looking furniture.

The Whiteleaf Hotel

- Promises made in the [Whiteleaf Hotel Web brochure](#):
 - “A Full Continental or English Breakfast is included in the price of the room”
 - The Breakfast menu (according to the brochure):
 - Starters:
 - Orange, grapefruit, cornflakes, or wheetabix
 - Main courses:
 - Eggs (fried, poached, boiled, or scrambled), grilled bacon, sausage, tomato, toast, marmalade, jam, tea, or coffee

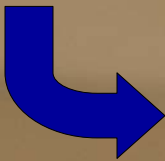
- What did we receive?
 - For Breakfast:
 - Orange juice or milk, cornflakes, wheetabix
 - Toast and a choice of tea or coffee
 - **No other food was offered or presented**

 - And, on one day (Saturday morning) NO breakfast tableware was available...nor was there ANYONE to complain to in the breakfast area or in the front lobby...so, rather than waste our morning waiting, we ate breakfast somewhere else.

The Whiteleaf Hotel

- Our request:
 - When making the reservations we requested adjoining rooms for the family (two adults and two young children) if we could not all be in the same room
 - The Whiteleaf brochure says that “double and triple rooms are available”
- What did we receive?
 - After some rearrangements at the front desk (even though they knew we were coming with two small children), we had two rooms on the same floor (rooms 302 and 305) but not adjoining
 - Yet, we neither saw nor heard much activity in any other rooms for our first two nights at the hotel... and only two other guests ate breakfast those two mornings
 - It was not clear why we could not have been given adjoining rooms

In one of our closets, trash was found in the closet when we checked into the room.





This is where the mirror in the bathroom should have been. The circles mark the spots where screws might have held a mirror in previous days.



In order to turn on the light switch in the bathroom, you must enter the room (which has no windows and is therefore always dark), close the door, and pull on the cord...see the door hinges!



A shower too small for my 11-year-old daughter; her elbows touch both sides of the shower!



The towels were NEVER replaced during our entire stay of 5 days, nor were the sheets changed. In fact, there were no towels in room 305 when we arrived. When we asked for some towels, we were initially told we would have to wait until the next day to get ANY towels, as this was "a housekeeping matter."

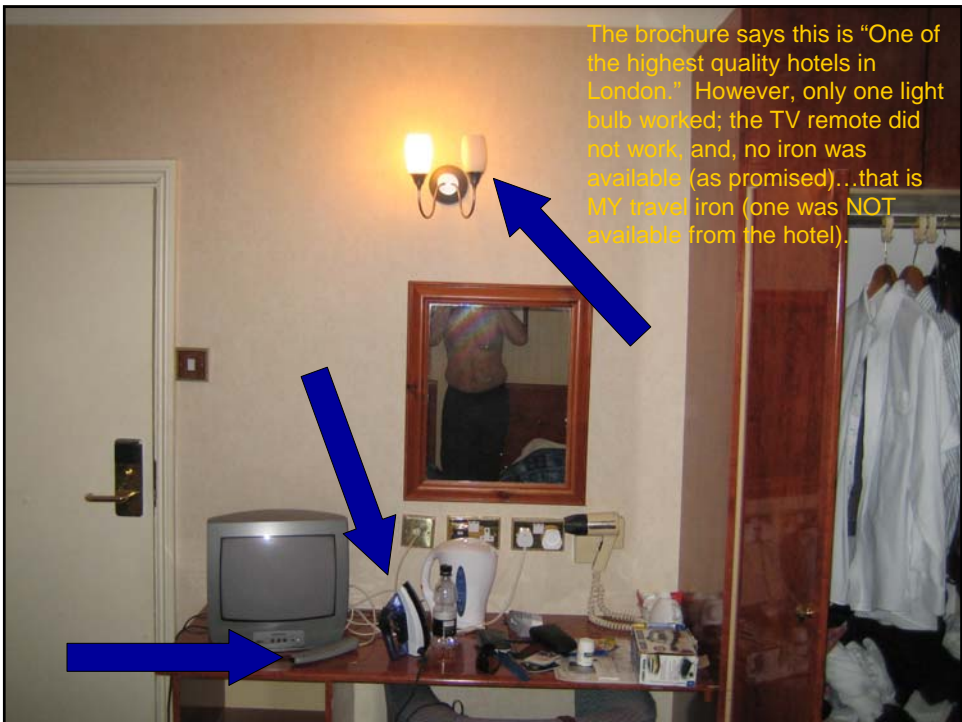


The toilet in room 302 had a CONSTANT drip...very annoying when trying to sleep.

The picture is close to being level...meaning that the floor (and, unfortunately, the bed) were NOT level. They both had quite a slope...sleeping on a bed that slopes is quite difficult. This is **TOTALLY UNACCEPTABLE**.

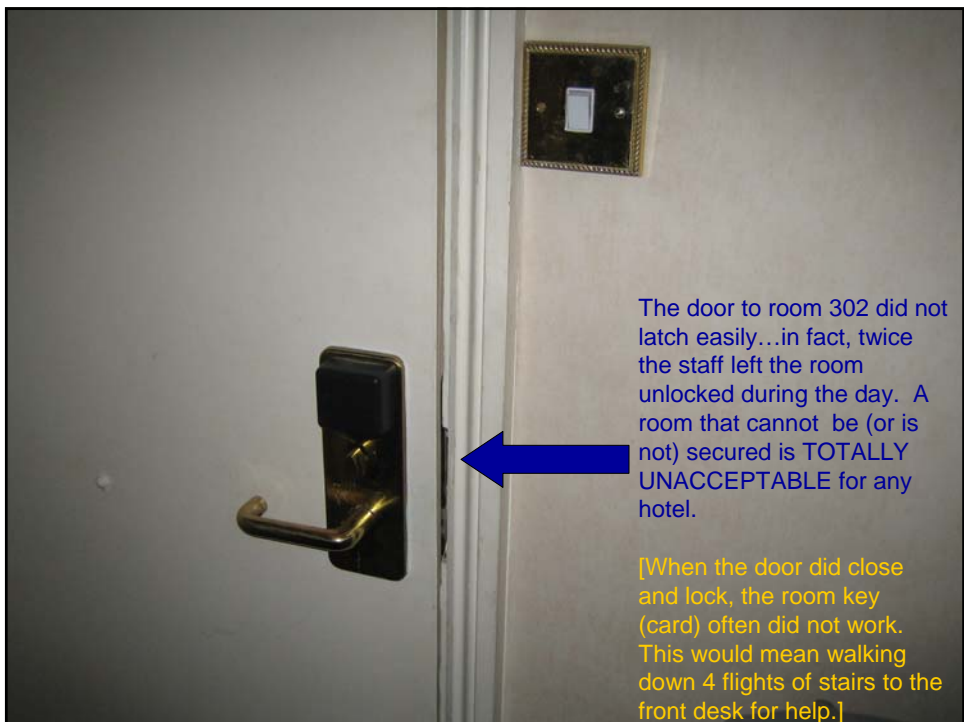


The brochure says this is "One of the highest quality hotels in London." However, only one light bulb worked; the TV remote did not work, and, no iron was available (as promised)...that is MY travel iron (one was NOT available from the hotel).





Signs like this were scattered throughout the hotel.

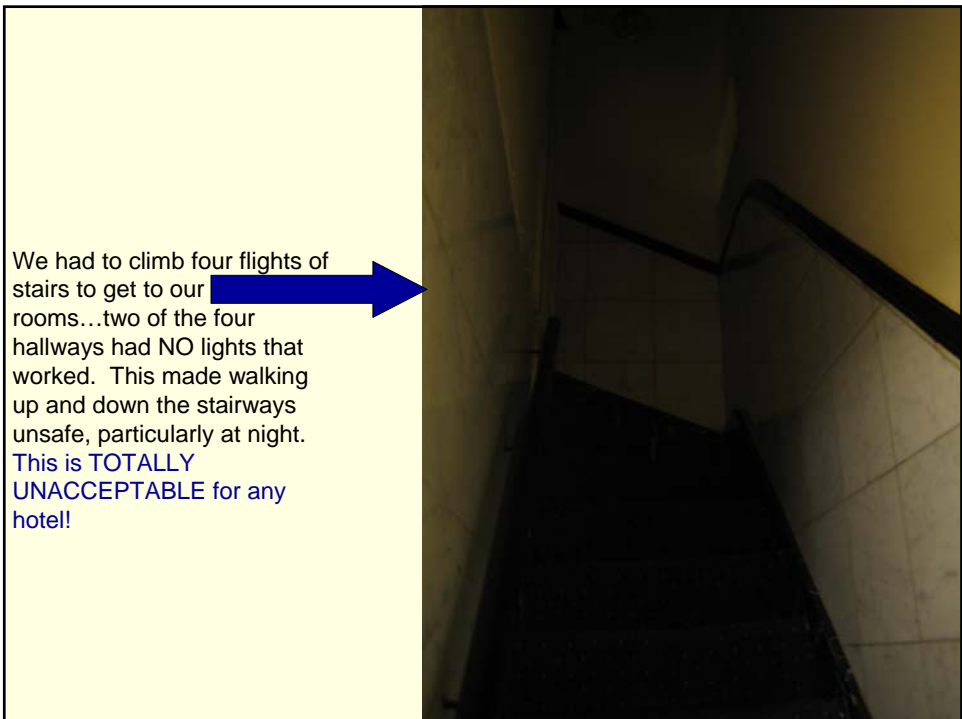


The door to room 302 did not latch easily...in fact, twice the staff left the room unlocked during the day. A room that cannot be (or is not) secured is **TOTALLY UNACCEPTABLE** for any hotel.

[When the door did close and lock, the room key (card) often did not work. This would mean walking down 4 flights of stairs to the front desk for help.]



The beds were not level, incredibly uncomfortable, and not at all professional looking. This is **TOTALLY UNACCEPTABLE** for any hotel.



We had to climb four flights of stairs to get to our rooms...two of the four hallways had **NO** lights that worked. This made walking up and down the stairways unsafe, particularly at night. This is **TOTALLY UNACCEPTABLE** for any hotel!

At the bottom of one of the stairways bags of laundry were placed during our entire stay.



And, in the walkway to the front lobby, even more bag bags of laundry were placed, as well as a ladder, cleaning materials, and old carpet.





In one of our bathrooms (room 305), a gaping hole was in the wall at the base of the toilet...TOTALLY UNACCEPTABLE!



TOTALLY UNACCEPTABLE!

The Whiteleaf Hotel

- For this “service” the Whiteleaf Hotel charged €43.90/night per person
 - The prices were the same for our children (ages 9 and 11) as for the adults
 - For the four-night stay in London for our family (of four) the Whiteleaf Hotel received a payment of:

€702.40

- Even if this is a two-star hotel (as the promotional brochure from the travel agency suggested), the level of service we received was unacceptable given the price we paid.
 - This service would **not be acceptable** even at a one-star hotel.
 - You could NOT PAY ME €702.40 to stay in this hotel again with my family.

Summary

- Promise made in the Whiteleaf Hotel Web brochure:
 - “The Whiteleaf Hotel is one of the higher quality hotel accommodations in London”
- What did we receive?
 - The lowest quality (i.e., worst) hotel facilities and experience I have ever had in my 47 years of life
 - and, I have traveled extensively to more than 20 countries and over 35 states in the U.S.
- It is **COMPLETELY UNACCEPTABLE** that any travel agency would make reservations for their clients in such an **UNACCEPTABLE** hotel!!!