

Stayed at The Colin Farrell Suite



November 2019

This apartment sadly flatters to deceive. Given its location and stature (lower ground flat of a beautiful Georgian terrace house) it was a surprise to see it so competitively priced. One night's stay explained why. Internet - never seen speeds like this since the days of dial up. 0.2Mbps at midnight. Heating - No central thermostat so the host advised removing the radiator covers and individually. Hot water - A death trap. The hot water cylinder was set to be constantly on and the temperature of the cylinder was set to max. When opening the taps on the shower, without some quick thinking I'd have been severely scolded. The water came out like steam and within seconds the entire body of the taps was so hot, I had to turn the water off by using the shower head to bang the tap shut, whilst trying to avoid the violent steam that was spewing out the shower head at mains pressure. I've never seen anything like it. The host visited twice and said there was nothing wrong twice. I have videos and photos galore, but strangely never sent me his email address to send them to. After the first night, I cancelled the booking, received a full refund from Airbnb (whose support team were fantastic by the way) and moved to a hotel. Our company encourage us to use Airbnb over hotels for numerous reasons, but one of them is that as a huge tech company, we love to see young businesses thrive and expand. Sadly with hosts like this, that advice won't last much longer.



Tony, London, United Kingdom

Joined in 2016