



Frequently Asked Questions (FAQs)

Q. What is the address of the hotel/apartment?

A. The address of the hotel/ apartment will be on the confirmation email you will receive on completion of the booking process.

Q. Will I pay for my accommodation when I make the booking?

A. NO, this is not a 'live' transaction. Credit card details are forwarded to the hotel as a guarantee that the room is held for you. Payment should then be made directly to the hotel/apartment during your stay.

Q. Why is there an option to select 'No accommodation booking required'?

A. This is how you cancel your booking using your password in the 'Modify my booking' area. Your password can be found on your booking confirmation.

Q. Will I receive a confirmation/reference number that I give to the hotel/apartment?

A. NO, you only need to provide your name to the hotel/apartment at check-in.

Q. I want to stay extra nights – how can I do this?

A. Book the nights that are available through the booking site. Once you have received your booking confirmation then email us requesting the additional nights. We will check availability, amend your booking accordingly and send a new confirmation email. Our contact details can be found in the 'Contact us' tab.

Q. I have amended my booking using my password and I have not received a new confirmation email.

A. The system does not send an email confirmation when a booking is amended in the 'Modify a booking' area. It does advise 'updates successful' after a change has been saved.

Q. I want to pay for my accommodation before I arrive, how can I do this?

A. There are 2 methods:

Payment by PROFORMA INVOICE: make your booking using the online booking site and then contact us to request a Proforma invoice, our contact details can be found in the 'Contact us' tab. We will then ask the hotel/apartment to send this Proforma directly to you. This will have the details required for you to make the payment and also the date by which they should receive this payment. NB. Staycity Apartments, Tune Hotel Haymarket and Edinburgh First (campus accommodation) will NOT provide Proforma invoices.

Payment by CREDIT CARD: make your booking using the online booking site and then contact the hotel/apartment **approximately 2-3 days prior** to your arrival to authorise that the payment be taken from either the card provided at the time of booking or a different card.

Q. What is the cancellation/amendment policy?

A. The hotel/apartment is allowed to charge your credit card the cost of one night if your reservation is cancelled after 10:00am (UK time) on the day prior to arrival. They can also charge the cost of one night if you fail to arrive on your specified arrival date.

6 calendar weeks or MORE prior to the Arrival Date - please notify us

LESS than 6 calendar weeks prior to the Arrival Date - please notify BOTH the hotel AND us

Q. How can I travel from the airport to the city centre?

A. There are three options:

1) Airport Bus: take the Airport link bus from the terminal directly to the city centre. Frequency is every 15 minutes and the journey time is approximately 30 minutes. Cost is £4.00 for a single journey and £7.00 for an open return. <http://www.flybybus.com> the bus stops at the west end side of the city centre (near Haymarket train station) and also at Waverley Bridge (just off Princes St).

2) Tram: take the tram directly from the airport to the city centre. Frequency is every 8-12 minutes and the journey time is approximately 35 minutes. Cost is £5.00 for a single journey and £8.00 for an open return. <http://www.edinburghairport.com/transport-links/trams>

3) Taxi: a taxi to the city centre will take approximately 30-40 minutes and cost approximately £20-£30.