

How to Get Paid Guide

Travel & Trade Worldwide Ltd T/A Check-in-London & Check-in-Apartments

Address to which invoice & Statement should be sent

Check-in-London

Foundry Building, 2 Smiths Square, 77 Fulham Palace Road, London W6 8AF, United Kingdom

Email address to which invoices should be sent

accounts@check-in-london.com – preferred method is one PDF file per invoice

Purchase order requirements

For **property partners**: All invoices should quote a booking reference number and stay details. Invoices that do not quote a valid booking reference number will be returned to the supplier to resubmit the invoice with a correct booking reference number.

For **all other vendors**: All invoices should quote a purchase order number to be obtained from the buyer unless separate billing terms are agreed. Invoices that do not quote a valid purchase order number will be returned to the supplier to resubmit the invoice with a correct purchase order number.

Payment run dates in month

Payment runs take place every alternate Friday (excluding bank holidays).

Date(s) by which an invoice must normally be received and approved to be included in the next payment run

4 days

Contact details for invoice payment queries & statements

Matched invoices awaiting payment can be viewed using the Check-in-London vendor portal. All queries will be responded to within 72 hours.

- For **property partners**: info@check-in-london.com
- For **all other vendors**: accounts@check-in-london.com

How are disputed invoices dealt with?

All queries are responded to within 72 hours and disputed invoices are referred to:

- For **property partners**: the booker who placed the booking
- For **all other vendors**: the buyer who placed the order for the goods or services

Normal expected timescale for invoice approval from receipt

Upon receipt of goods or services

Is an e-invoicing system utilised?

Yes

Other important information for suppliers

IBAN numbers should be quoted on all invoices to be paid into non UK bank accounts or non sterling accounts