

# Payment Policy

**Pre-Authorisation:** Upon booking, we may pre-authorise your credit or debit card to validate its authenticity and secure your reservation. This is a temporary hold and not an actual charge.

**Payment:** The payment for your stay, including room charges, applicable taxes, and any additional services, will be processed using the credit or debit card provided at the time of booking.

**Deposit:** Certain rates or packages may require a deposit to secure your reservation. This deposit is non-refundable and will be deducted from the total cost of your stay.

**Incidental Charges:** Any incidental charges incurred during your stay, such as room service, will be charged to your room and settled upon check-out.

**Currency:** All transactions are processed in GBP (British Pounds). If your credit or debit card is denominated in a different currency, your card provider may apply a currency conversion rate and additional fees.

**Cancellation and Refunds:** Refundable bookings cancelled within the stipulated time frame will be eligible for a refund to the original payment method. Non-refundable bookings are exempt from refunds.

**Declined Payments:** In case of a declined payment, we will make reasonable efforts to contact you. If the payment issue is not resolved promptly, your reservation may be subject to cancellation.

**Promotions and Packages:** Special rates, promotions, or packages may have specific payment terms. Some rates may require full prepayment at the time of booking and are non-refundable.

**Disputed Charges:** If you have concerns about a charge, please contact us directly for resolution before disputing the charge with your card issuer.