

## **CREDIT CARD PRE-AUTHORISATION POLICY**

### **WHAT IS A PRE-AUTHORISATION?**

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit card that is provided upon booking. The pre-authorisation is not a charge and no funds have been debited from your account.

### **HOW MUCH IS A PRE-AUTHORISATION?**

The amount that we pre-authorise will depend on the amount of nights that you stay.

### **WHY IS THE CREDIT CARD PRE-AUTHORISED?**

When you give us a credit card, the pre-authorisation guarantees us that the funds are available to pay for any charges incurred.

### **WHEN DOES THE PRE-AUTHORISATION GET RELEASED FROM THE CREDIT CARD?**

This varies dependent on your individual credit card and the issuing banks procedures. A pre-authorisation can clear immediately but it could take up to 15 days to clear in your account.

The hotel is NOT charging your credit card. A pre-authorisation is a security guarantee for payment only. The pre-authorisation fund is not held by the hotel, the company who provide the credit card system or by the authorising bank. The pre-authorisation fund is held on your card by your own issuing bank. A pre-authorisation can be held on your card for a minimum of 10 to 15 working days. Pre-authorisation should be released by your issuing bank automatically, if not you will need to contact your home issuing bank.

\*\*\*Please note that the hotel reserves the right to pre-authorize your credit card 24 hours prior to arrival. Non-valid credit cards may result in cancellation of the reservation or necessity to provide a bond on check in.