

Cancellation Policy

Notice Period

24 hour. Written notice is defined as a letter, fax or email. The period of notice is taken from 2.00 p.m. on the proposed day of arrival. (i.e. for an individual reservation on wed 13th notice would be required by 2.00 p.m. Wed 12th.)

Charges

Every effort will be made to re-let the room(s) / facilities. However if we are unable to re-let any of the facilities we will charge up to two thirds of the total cost of the facilities booked or any subsequent shortfall against the original booking should the room / facilities be relet.

Method of Charging

Any cancellation charges will initially be offset against any deposit held and the balance will be charged against the credit card supplied to secure the booking.

No Show Charges

All bookings are guaranteed by a credit card and late arrival. Failure to arrive will result in a no show charge being charged to your credit card up to the rack rate of the room booked

Credit Card charge failure

Guests must ensure that they furnish the hotel with accurate credit card particulars. In the event that the hotel fails to collect the required deposit due to such inaccuracies, then the requested accommodation will not be secured and the hotel will not be held responsible.