

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 or debit card. 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 e.g. If you are staying for 3 nights at £100 per night, we would pre-authorise your card for £300.00 plus £50.00 extra for every night you are staying to cover any incidentals.

When is the card pre-authorised?

All credit or debit cards are pre-authorised on check in.

Why is the credit card pre-authorised?

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

Who is responsible for the pre-authorisation procedure?

Barclays Merchant Services are responsible for the maintenance and management of the pre-authorisation process. Should you have any queries regarding your pre-authorisation or any part of the process, they can be contacted on 0844 8222000.

When does the pre-authorisation get released from the credit card?

This varies dependent on your individual credit/debit card. Upon your check out your room charge and any extras will be charged to your card, this will appear on your credit card statement within 3 working days. However if you choose to pay the balance with another credit card or method of payment we will cancel the pre-authorisation and this could take a few working days to clear in your account.



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