

## **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 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 and the number of guests in your party.

## **When is the card pre-authorised?**

All credit or debit cards provided upon booking 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?**

Lloyds Cardnet 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 0345 835 5732.

## **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 choose cash, we will cancel the pre-authorisation and this can 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.**