

PAYMENTS & CANCELLATION POLICY

Payment Policy 1-2 Room Bookings:

A valid credit or debit card is required to secure your reservation.

For bookings of one night – a charge equal to the night's stay is payable 14 days before arrival.

For bookings of multiple nights - a charge equal to the full booking amount is payable 21 days before arrival.

For bookings made within 7 days of arrival, 100% of the total booking is payable at the time of booking.

Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable before your departure by debit or credit card.

Cancellation & Refund Policy 1-2 Rooms:

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For bookings of one night - If the booking is cancelled 14 days or less before arrival, then a charge equal to the first nights of the stay will be made.

For bookings of multiple nights - If the booking is cancelled 21 days or less before arrival, then a charge equal to the full booking amount will be made.

In the event of a Force Majeure or Disinclination to Travel – please see below.

For cancellations of bookings made within 7 days of arrival, 100% of your payment will be non-refundable. In the event of a Force Majeure or Disinclination to Travel – please see below.

In the event of a no show or booking reduction, the full cost of the booking is charged.

Group Booking Payment Policy - 3 Rooms Plus:

A valid credit or debit card is required to secure your reservation and your booking is payable either one month or 5 weeks before arrival depending on the number of nights booked – please see below:

For bookings of one night - a charge equal to the night's stay in each room is payable 28 days before arrival.

For multiple night bookings – a charge equal to the full booking amount for all rooms is payable at the time of booking if the booking falls within 5 weeks of the booking date or at the date of 5 weeks prior to arrival. Any balance remaining for your booking and/or any incidentals including food, drinks or alcohol is payable on the evening before your departure by cash, debit or credit card.

For bookings made within 7 days of arrival, 100% of the total booking is payable at the time of booking.

Cancellation & Refund Policy - 3 Rooms Plus:

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For bookings of one night - If the booking is cancelled 28 days or less before arrival, then a charge equal to the full booking amount for all rooms will be made.

For multiple night bookings – If the booking is cancelled 5 weeks or less before arrival, then a charge equal to the full booking amount for all rooms will be made.

In the event of a Force Majeure or Disinclination to Travel – please see below.

In the event of a no show or booking reduction, the full cost of the booking is charged.

VOUCHERS:

Please note that advance booking is necessary when using gift vouchers, and bookings are subject to availability. Please call or email us to check availability and to book.

We kindly ask that you notify us at the time of booking that a voucher is to be used and that you present it to a member of staff on arrival. Vouchers are non-refundable and no refund is available for part-use.

All vouchers are valid until the date shown on the voucher itself. Any balance remaining for your booking and/or any incidentals including food, drinks, or alcohol is payable before your departure by cash, debit, or credit card.

Cancellation Policy Vouchers:

For any booking, we highly recommend taking out insurance against unforeseen cancellation.

For cancellations within one month of the stay, the voucher will not be redeemable.

For cancellations outside one month of the stay, the voucher will be able to be re-presented one further time apart from in the event of Disinclination to Travel – please see below.

FORCE MAJEURE:

In the event of an epidemic or pandemic or both or any other Force Majeure which leads to a Government or Local Authority enforced closure of our premises, refunds may be made on a case-by-case basis. A credit may be available.

In the event of an epidemic or pandemic or both or any other Force Majeure which leads to a Government or Local Authority enforced ban on your travel and we remain open for business, no refund or credit will be available. We highly recommend taking out insurance for your trip.

Disinclination to Travel:

In the event that you cancel your trip due to a disinclination to travel, any payment will be non-refundable, and a credit or postponement will not be available.