

Cancellation & No Show Policy



To secure a confirmed booking, credit card details are required as security for the accommodation charges. This secures the room for the period of your intended stay and guarantees your room upon arrival.

If you wish to stay beyond the period of your original booking we request that you advise us as soon as you are aware so that we may extend both the booking and your occupancy of your original room.

On Special Event Dates

1. In the event of confirmed cancellation prior to 48 hours before your arrival date we will endeavour to relet the room, which is usually possible, and in that case you will be charged a 10% booking fee that we incur to the booking agencies on the reselling. If we do not relet the room then you will be charged a fee equivalent to one night's accommodation of the booking.

2. In the event of confirmed cancellation within 48 hours before your arrival date you will be charged a fee equivalent to one night's accommodation of the booking.

3. In the event of a failure to show on the booked date you will be charged a fee equivalent to the accommodation charges for the period of booking. This policy is applied to cover the distinct possibility of our inability to resell the room at that late stage.



On Non Special Event Dates

1. In the event of confirmed cancellation prior to 24 hours before your arrival date no fee will be charged.

2. In the event of cancellation within 24 hours before your arrival date arrival you will be charged a fee equivalent to one night's accommodation of the booking however that amount will be offered as a credit for subsequent accommodation charges.

3. In the event of a failure to show on the booked date you will be charged a fee equivalent to one night's accommodation of the booking. In special circumstances, solely at the management's discretion, you may be offered such amount as a credit for subsequent accommodation charges.

TRAVEL INSURANCE

We suggest you consider travel insurance to cover any losses incurred if unforeseen circumstances force you to alter your travel plans.

REASONS FOR POLICY

While we always regret the necessity to impose charges upon guests who do not use our accommodation, we have found it necessary to make these charges in the certain circumstances set out above in the hope that it will encourage guests to assist us in advising of any travel changes at an early time to allow us to resell the room with minimal loss.

Our cancellation policy has also been necessary to allow us to maintain our policy of not over booking in the hotel in busy periods, as is the case of the major hotels to cover the 'no shows', as we prefer to be able to guarantee our confirmed guests their room on the day.

We also continually set out room rates at base levels without building in a provisional cost of 'no-show' guests.

We hope that you will understand the basis of our policy and to keep us informed of your plans to avoid any unnecessary charges.

Thanking you for your support.

Shannon and Simeon Crawley