



## LONG MELFORD SWAN - Policies

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### **Summary – Deposits**

For one room - A deposit at time of booking equivalent to the costs of the entire room rate for the first night, i.e. either B&B or DBB.

For one room more than 1 night - A deposit at time of booking equivalent to the costs of the first night's room rate as above.

For more than 1 room - 50% of total charges payable at time of booking  
For more than 1 room and more than 1 night - 50% as above

### **Pre-Authorisation**

Pre-Authorisation is only done at check in, a pre-authorisation of £150 will be taken from everyone for extras. This is only a pre-authorisation and no payment will be taken.

### **Cancellations Policy**

Bookings can be cancelled or changed up to 1 week(s) before 12:01am on the day of check in, free of charge. If changing date of stay the deposit will stand, if cancelling the deposit will be refunded. Cancellation and after this will incur a charge of 50% of the booking total charges.

If the room(s) are cancelled within 24 hours of the day of arrival, i.e. after 3:00pm the day before arrival, 100% of the total booking charges are payable.

Bookings can be amended up to 1 week before the day of arrival, an administration fee may be payable. Where the booking has been made under a special advanced booking deal or discount, these bookings cannot be cancelled or amended and 100% of the charges will be payable at time of booking and cannot be amended.

If you decided to change or cancel within the policies, the change or cancellation is not accepted by Stuart Inns Ltd until a confirmation email is received by you which will confirm the changes or cancellation you wish to make.