

POOL HOUSE WOOLAVINGTON TERMS AND CONDITIONS

PAYMENT

A credit or debit card guarantee is required for all reservations.

We ask for a small deposit at the time of booking, which is 20% of the total sum. This payment secures the booking.

We take Visa and Mastercard credit/debit cards. Payments by American Express and Visa and Mastercard Commercial cards carry a surcharge, which will be added to the final payment. The charges currently are:

- American Express – 3.35%
- Visa/Mastercard Commercial – 2.7%

The credit/debit card guarantee authorises us to charge in the event of non-arrival, a late cancellation or failure to pay the full charge owing on departure. The full account raised on departure also includes charges for any damage to the room and for smoking in the room.

Please note that all our rooms are non-smoking. Should a guest smoke in their room, there will be a charge of £200.00 for deep cleaning of furnishings and rugs.

CANCELLATION OF BOOKING

We do understand that there are some occasions when guests are unable to come. Bookings must be cancelled at least 3 days before the date of arrival. If a booking is cancelled after this time a charge will be raised to cover at least the full amount of the first night's stay. Travel insurance may help if there is any concern about cancellation.