

'Pre-authorisation Notice'

Important information for you regarding your credit/debit card

One Warwick Park Hotel requires **all** guests to provide a valid credit or debit card on check-in. The hotel will pre-authorise your card for your full room rate (unless room rate paid in advance) plus £70 per room for any additional charges which you may incur during your stay with us. You will be unable to check-in without a valid credit or debit card.

If you arrive to check-in with only Apple Pay options via your phone or watch and no physical card the £70 charge for incidentals will be taken as a payment and refunded on check-out if no charges are incurred.

Payment can still be made in CASH on check-out for any charges if incurred.

A 'pre-authorisation' is not a charge. The guests' issuing bank/credit card company holds the pre-authorized amount temporarily from the available balance of the card holder's account for the hotel to use.

Pre-authorisation is a common process followed within in the UK at check-in. The way it works is that a pre-authorisation request is made by the hotel's card terminal to the card holders' bank, your bank/credit card company authorises the funds and sends an authorisation code to the hotel. This confirms the availability of the requested funds in the card holder's account to cover charges in the hotel (if any).

This authorisation code is expected to be used when the transaction is about to complete (that is on check-out). If the authorisation code given by your bank/credit card company is not used by the hotel, this means that your account had no incidental charges during the stay OR the hotel has secured funds through other means (Cash or another card) and has had no need to use those blocked funds OR does not wish to proceed with the transaction due to other reasons.

If on check out, a guest decides to pay using Cash or with an alternative credit/debit card (different to the one provided on arrival); the amount taken from the first credit/debit card normally takes 5-7 working days to be released back to your card by your own issuing bank or credit card company.

Some issuing banks and building societies may take longer especially for cards issued outside of the United Kingdom. AMEX can also take slightly longer.

If you have any queries or problems regarding the pre-authorisation after check-out **please contact your issuing bank/credit card company**. One Warwick Park Hotel accepts no responsibility for any bank or credit card charges should your account become overdrawn as a result of this.

One Warwick Park Hotel Tunbridge Wells Kent TN2 5TA