



The Inn on the Moor Hotel

Payment Policy

A deposit payment of £50.00 is required when making a reservation, using a valid Debit/Credit Card or Cash. American Express is accepted at The Inn on the Moor Hotel. This deposit is refundable providing The Inn on the Moor Hotel receives notice of the cancellation at least 72 hours, prior to the day of arrival. If your reservation is not cancelled at least 72 Hours prior to your day of arrival, the full cost of your reservation will be charged. The Inn on the Moor Hotel advises that you seek insurance to cover all eventualities.

Upon check-in, a valid debit/credit card will be required for pre-authorisation.

What is Pre-Authorisation?

A 'pre-authorisation' is not a charge. The Guests' issuing bank/credit card company holds the pre-authorised 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 hotels 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 specially for cards issued outside of the United Kingdom. If you have any queries or problems regarding the pre-authorisation after check-out, please contact your issuing bank/credit card company. The Inn on the Moor accepts no responsibility for any bank or credit card charges should your account become overdrawn as a result of this.

The remaining balance, if not already paid will be payable in full, at the time of your departure from The Inn on the Moor Hotel. We accept all major Credit/Debit Cards and Cash. Please be advised that cheques are not accepted as a form of payment of your remaining balance. American Express is accepted at The Inn on the Moor Hotel.

Further Information

If you have any questions relating to our terms and conditions, we recommend that you give us a call on **01947 896296**, where a member of the Reservations Team will be happy to assist.