

Guest Booking and Cancellation Policy – Groups

Reservations

- Initial enquiries can be held for 48hrs without charge. If the reservation is not confirmed within this period, the room(s)/dates will be released for other potential guests.
- We cannot hold enquiries that are made within one week of the intended visit.

Payments

- A 25% non-refundable deposit is to be made payable to secure the booking. The balance needs to be paid two weeks prior to the visit.
- If we do not receive the deposit within one week of the booking confirmation, the requested dates will be released for other guests.
- One single payment is to be made on behalf of the group. This is to be organised by the party leader.
- Final numbers (and other information) for the group are to be submitted when the balance payment is made – this must be no later than two weeks before the visit.
- If the booking is made within two weeks of the visit, we ask that full payment is made at the time of booking.
- No refunds or reductions can be made for meals that have been paid for but not taken.
- If individual members of the group do not attend on the day, then no refund will be given for said individual(s).
- If a group cancels, ***a postponement may be agreed on a case-by-case basis*** (exceptional circumstances only) but must be redeemed within 12 months of the original booking date. Lack of numbers and clash of commitments are not valid reasons. If a postponement is not possible, then the following cancellation fees will apply.

Cancellation notice	Cancellation fee
More than two weeks prior to the visit	25% (non-refundable deposit)
Within two weeks prior to the visit	50% of the overall booking charge
Within one week prior to the visit	100% of the overall booking charge

NOTE: If anybody is having difficulty making payment, please don't hesitate to contact a member of the team.