



SIR CHRISTOPHER WREN'S HOUSE

HOTEL AND SPA

What is a pre-authorisation?

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card.

The pre-authorisation is not a charge and no funds have been debited from your account. When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for any charges incurred.

How much is a pre-authorisation?

The amount that we pre-authorise will depend on the amount of nights that you stay e.g. if you are staying for 3 nights at £100 per night, we would pre-authorise your card for £300.00 plus £50.00 extra to cover any incidentals. If you are staying for 4 nights or more this will increase to £100. This therefore allows us to give you credit around the hotel during your stay, for example in the bar, restaurant & spa.

What method of payment can I use for the pre-authorisation?

In the event that no card is available then a Cash deposit will be needed in line with the amounts detailed for credit card authorisation above. The Hotel adheres to the Chip & Pin regulations and any guest wishing to settle their account using a Credit or Debit Card that has a chip must be able to provide the pin number. Failing to provide a pin number will result in being asked for another method of payment.

When is the card pre-authorised?

All credit or debit cards are pre-authorised on check in.

When does the pre-authorisation get released from the credit card?

This varies dependent on your individual credit/debit card. Upon your check out your room charge and any extras will be charged to your card, this will appear on your credit card statement within 3 working days. However if you choose to pay the balance with another credit card or method of payment we will cancel the pre-authorisation and this could take a few working days to clear in your account.

Who is responsible for the pre-authorisation procedure?

Streamline Merchant Services are responsible for the maintenance and management of the pre-authorisation process. Should you have any queries regarding your pre-authorisation or any part of the process, they can be contacted on 0844 8222000



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