



HATHERLEY MANOR  
HOTEL & SPA



### **Hatherley Manor Hotel & Spa Cancellation and Refund Policy**

Upon booking you are subject to the Terms and Conditions below.

#### **Room Bookings**

Advance Purchase Rates are non-refundable and non-transferable. Full prepayment, taken at the time of booking, will be forfeited upon cancellation.

Flexible rates may be cancelled up until 48 hours prior to arrival without charge. If less than 48 hours' notice is given then the booking is subject to the full charges applying to the cancellation and the authorised card used to reserve the booking will be charged accordingly.

Offer and promotional bookings are subject to the terms and conditions of that specific rate which will be advised at the time of booking.

A cancellation number must be obtained to ensure that minimum charges are charged.

The hotel reserves the right to charge additional booking fees and administration charges for any booking amends, irrespective of type of booking type (e.g. Advance Purchase, Flexible , etc.) or how the booking was made.

Guests must provide a credit or debit card on arrival to the hotel. By providing the credit or debit card you authorise for the hotel to use this card to charge any additional costs raised during the stay or should a valid payment method not be given on checkout. This card will also be used to charge for damages caused during your stay or if hotel property (e.g. robes) are not returned to rooms prior to departure.

Please note that any booking amendments or requests you have in relation to your stay with us, do not form part of the booking contract and we cannot guarantee that we will be able to meet the requests.

Your booking is for a type of room in the Hotel and does not guarantee that you will be able to stay in a specific room or in the same room for the duration of your stay. If we need to move you to a different room during your stay for which a lower rate is available than the rate you booked at, we will refund you the difference in the rates.

In the event that we need to change the date of your booking for any reason, we will provide you with alternative availability for a date within a maximum period of 12 months of the original booking.

Only in the event that we are unable to provide you with alternative availability within 12 months of the booking you shall be entitled to cancel the reservation with a full refund payable in full and final settlement of all claims.

If during your stay if you encounter any issues or concerns these must be raised immediately with the reception team or Duty manager, failure to inform us of concerns will limit liability in relation to any refunds to a maximum of £50.

### **Groups, Events and Weddings**

The terms and conditions of your signed contract apply. The terms and conditions of these bookings are based on your individual event and the agreed criteria you were presented with as part of contract. Please refer to your contract for more information. The contract is valid once you agree to confirm your booking with us.

### **The Spa**

A least 24 hours' notice is required for cancelling spa treatments and spa days. A refund will not be authorised if we are unable to re-sell your booking space. Should you wish to change the date of your booking this will be subject to availability and may incur additional costs or administrative charges. Please note if we are able to change your booking date with less than 72 hours' notice a booking fee may apply.