

# **LOVELL LODGE HOTEL**

## **BOOKING, CANCELLATION, MODIFICATION PREPAYMENT TERMS**

### **What does the term Cancellation Policy mean?**

Your booking confirmation will include the hotel's cancellation policy. Cancellation policies usually refer how much notice you need to give to cancel your reservation without incurring a cancellation charge. The cancellation notice is 2 days before arrival i.e. You have to inform us of any cancellation 2 days before the arrival date. If the cancellation is made after this hotel will charge your credit card for 80% of the first night's charges plus 20% of the total reservations.

### **Booking Cancellation**

This refers to the time limit in advance of arrival, before which you are entitled to cancel your booking without incurring a charge. In other words the hotel has a cancellation policy of 2 days prior to the date of arrival, and you cancel prior to this time then you will not incur a charge. However if you cancel less than 2 days prior to the date of arrival, then a charge will be incurred. This charge will be equal to 80% of the first nights charges plus 20% of the total reservations.

### **What if I do not cancel and do not arrive at the hotel?**

In this case a non-arrival fee will be charged against your credit card, equal to the cost of 80% of the first nights charges plus 20% of the total reservations.

## **Booking Amendment ?**

Reservations may be amended in line with the reservation conditions accepted at the time of original reservation/s. Changes may be made subject to those conditions and any deposit/prepayment held is subject to the cancellation/amendment terms applicable at the time of the original reservation. Where the reservation permits, any change to the arrival date, departure date or room type is subject to availability and any specific terms that may relate to the amended details at the time the change is requested. Such amendment may result in a rate change.

## **Can I make a booking without a credit card?**

Unfortunately - no. Hotels require a credit card number to secure a reservation. If the guest does not cancel the reservation within the cancellation notice period and does not arrive at the hotel, the hotel will charge the credit card for 80% of the first night's accommodation plus 20% of the total reservation. Without a credit card the hotel risks being left with an empty room, perhaps having referred requests from other protected guests. Please refer to Cancellation Policy for more information.

## **When will my credit card be charged?**

Once we have received your credit card details, in order to guarantee / secure your booking. The hotel will charge your credit/debit card number the first nights total reservation price. The outstanding amount are decided by the client upon arrival at the hotel.

## **Refunds**

Refunds will be made back to credit/debit card numbers on the day of cancellation providing you have within our cancellation policy terms and conditions

## **Pre-payments**

We will charge your card the first nights total reservation price on the day of booking

**CANCELLED LATER OR MODIFIED OR IN CASE OF  
NO SHOW 80 PERCENT OF THE FIRST NIGHT PLUS  
20 PERCENT OF THE TOTAL RESERVATION WILL BE  
CHARGED.**