

Terms and conditions for Reservations

Cancellation Policy

All reservations must be guaranteed by a valid Debit or Credit Card.

1. What happens if I cancel?

Cancellations cost the hotel lost revenue and profit because we are unable to offer the room for sale to anyone else, and indeed have often turned business away for the date in question.

For Reservations of 4 rooms or less 48 hours notice is required for cancellation or amendment. All rooms will be charged for in full for the first nights let at the agreed rate if cancelled within the 48 hours of the arrival date.

For Reservations of 5 rooms or over 14 days notice is required for cancellation or amendment from the arrival date or all unused rooms allocated will be charged one night let at the agreed rate.

1a what happens if I postpone the booking and book it at a later date?

As a room is a perishable product and the hotel is unable to recuperate the loss of revenue, (like a seat on a plane or a theatre ticket) for that particular day then cancellation charges apply as above

2. Can you cancel our booking?

Only if the hotel is closed due to unforeseen circumstances beyond our control, like a fire!!
Or if you, or, we become insolvent.

If bookings are not guaranteed or confirmed we reserve the right to cancel the booking.

If the persons associated with the booking might damage the reputation of the Five Rise Locks Hotel or its proprietors.

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