

# Damage, Loss & Nuisance Pre-authorisation Policy



## 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 that is provided upon booking. The pre-authorisation is not a charge and no funds have been debited from your account.

## How much is a pre-authorisation?

A damage, loss & nuisance deposit pre-authorisation of £100 will be taken on all 1 & 2 bed properties and £250 is taken on bookings for 3 & 4 bed properties. This will be released after departure unless there is any damage, loss or nuisance have been caused within the resort during your stay where all or part of the deposit will be retained depending on the individual situation.

Please refer to our Booking Terms & Conditions for all details.

## When is the card pre-authorised?

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

## Why is the credit card pre-authorised?

When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for any damages incurred during your stay.

## Who is responsible for the pre-authorisation procedure?

Transax 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 0345 601 4486.

## 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 lodge charge and any damage 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 choose cash, we will cancel the pre-authorisation, and this can take up to 15 days to clear in your account.

The resort is NOT charging your credit card. A pre-authorisation is a security guarantee for payment only. The pre-authorisation fund is not held by the resort, the company who provide the credit card system or by the authorising bank. The pre-authorisation fund is held on your card by your own issuing bank. A pre-authorisation can be held on your card for a minimum of 10 to 15 working days. Pre-authorisation should be released by your issuing bank automatically, if not you will need to contact your home issuing bank.