

Pre-Authorisation Policy Woodland Homes

What is a Pre-authorisation?

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit/debit card. At this stage - even though it may show on a bank statement (as a pending transaction) - no charge has been made.

Why and when is a Card Pre-authorised?

At check in you will be presented an invoice for your room rate to be settled on arrival. If you wish to open your room account to charge any extras to your room (such as food, beverage and spa treatments) a credit/debit card will be pre-authorised to guarantee that funds are available to pay the balance of the final bill on departure.

How much is Pre-authorised?

As a general rule, a pre-authorisation will be made **£250 per lodge** which will be held on behalf of the woodland home owner in case of any property damages.

What happens upon checkout?

Upon checkout, a completion transaction will be carried out using the same authorisation code obtained previously. This will effectively cancel the hold amount and request the final agreed amount. As with all banking transactions, this process can take up to 10 days to process with your bank. We have found that they usually complete within 48-72 hours of the completion amount being taken. (Banking Hours - Mon - Fri from 9am till 5 pm). During the clearing process, your bank and statement may not update. In these occasions it is asked that you remain patient and let the transactions clear within the banking system.

What if I don't wish to pre-authorise a card?

It is understandable that sometimes people are unhappy giving their card details for authorisation. This could be to ensure cash liquidity (as the pre-auth and completion reduces the amount of available monies until the procedure has cleared) or for security reasons. Assurance can be given that we are PCI DSS compliant with regards to credit card security and have strict systems and procedures in place to ensure your data is kept secure. If you do not wish to pre-authorise a card to open a room account, any extras will be paid for as they are requested.

Who is responsible for the pre-authorisation procedure?

Barclaycard Merchant Services alongside your own bank are responsible for the maintenance and management of the preauthorisation process. Should you have any bank processing related queries, Barclaycard can be contacted on 0844 811 9111 or please use your own bank's contact details.