



## **CANCELLATION POLICY**

When you book we will ask you for a credit card / debit card number and expiry date to secure the booking. We will only use this card in the event of a late cancellation or no show.

### **FORTY EIGHT HOURS**

Cancellations made within forty eight hours of arrival date, (not arrival time) will incur full charge. Reservations of more than two nights will be charged in full for the two nights, there is no charge for all subsequent nights .

### **DISCOUNTED BOOKINGS**

If following confirmation, the number of rooms or nights originally booked are reduced the discounted rate will no longer apply and the standard room rates will be applied.

### **THIRD PARTY BOOKINGS**

When accommodation is reserved by a third party, the cancellation charges automatically become the responsibility of the third party.

### **NO SHOW CHARGES**

All bookings are guaranteed by a credit card and late arrival. Failure to arrive will result in a no show charge being charged to your credit card up to the rack rate of the room booked

### **BLOCK BOOKINGS**

**Policy for a booking of 1-3 rooms** - We will accept your cancellation without penalty up to 48 hours before your arrival. This is defined as being before 2 pm (the check-in time) 2 days before you are due to stay.

**Policy for a booking of 4-6 rooms** - We will accept your cancellation without penalty up to 5 days before your arrival. This is defined as being before 2 pm (the check-in time) 5 days before you are due to stay.

**Policy for a booking of 7-11 rooms** - We will accept your cancellation without penalty up to 7 days before your arrival. This is defined as being before 2pm (the check-in time) 7 days before you are due to stay.



## Terms and conditions of booking a Private Dinner Function

1. Provisional bookings will be held for one week, after which bookings will be automatically released unless confirmation has been received. A Credit Card is required to secure confirmation.
2. Each guest's choice of menu, with final details, are required at least 7 days prior to the function.
3. Final numbers for all functions should be confirmed 48 hours before the event and these will be the minimum numbers for which you will be charged.
4. No food or beverages are to be brought onto the premises by the client or their guests, unless pre arranged with Rayanne House.
5. A 10% Service charge is added to the final bill.

## **Cancellation policy**

1. There is no cancellation fee provided the function is cancelled in writing not less than 1 weeks prior to the event
2. Cancellation received less than 1week prior to the event will incur a cancellation fee of :
  - 10-15 people £ 150.00
  - 15-25 people £ 250.00
  - 25-36 people £ 300.00

### **3. Third Party Bookings**

When a private party is reserved by a third party and credit card details are supplied any cancellation charges automatically become the responsibility of the third party.