

Payment

We have several different methods of payment which are explained on arrival. Upon check-in you have the choice of paying CASH, CREDIT CARD or DEBIT CARD. In any case, we will take a Pre-authorization on a Debit/ Credit card. No money is taken until check-out.

1. What is a pre-authorization?

A pre-authorization is a temporary hold of a specific amount of the available balance on a credit or debit card. The pre-authorization is not a charge and no funds have been debited from your account.

2. How much is a pre-authorization?

The amount that we pre-authorise will depend on the amount of nights that you stay e.g. If you are staying for 3 nights at £100 per night, we would pre-authorise your card for £300.00 plus £25 to cover any incidentals during your stay and flexibility to make additional charges to your room.

3. When and Why is the card pre-authorized?

All credit or debit cards are pre-authorized on check in. When you give us a credit/debit card, the pre-authorization guarantees us that the funds are available to pay for any charges incurred.

4. When does the pre-authorization get released from the credit card?

This varies dependent on your individual credit/debit card. Upon check out your room charge and any extras 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 method of payment we will cancel the pre-authorization and this could take a few working days to clear in your account, depending on your bank.

5. Is my money safe and who holds the amount?

Barclaycard Merchant Services alongside your own bank are responsible for the maintenance and management of the preauthorization 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.

6. Do you accept Cash Payments?

Yes, if you wish to pay with cash, you must still provide a Valid Debit/Credit card for Pre-authorization at the time of check-in. Upon departure, the Pre-authorization will be released giving you the option to settle your bill by cash, if unused.

7. What if I don't wish to preauthorize a card?

Unfortunately, we are unable to check our guests in absence of a Credit/Debit card. It is understandable that sometimes people are unhappy giving their card details for authorisation.

This could be for fears of 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.

8. What if I have a Business account?

We still require a Pre-authorisation as per point 2, unless your Business has a pre-approved credit arrangement with Surya Hotels Limited.

9. What if my room has been pre-paid through a Third-Party Distributor, Online Travel Agent?

If you have booked a room with any of our partners on a pre-paid basis, we will still require a Pre-authorisation on a Credit/Debit card for £25 per night to cover any incidentals. Upon check-Out, the balance of Pre-authorised amount will be released.

10. What if I don't have the original Credit/Debit card used to make booking?

Not a Problem – As we process all charges at the time of Check-out we are happy to accept a different Credit/Debit card and will release the Pre-authorisation on the original card.

11. Are there any exemptions from this policy?

There are no exemptions to this policy.

12. Any further Questions not listed above?

We are happy to provide further information via customerrelations@suryahotels.co.uk