

THE GLENEAGLE HOTEL

TERMS AND CONDITIONS

It is important to the management and staff of the Gleneagle Hotel that your stay with us is an enjoyable and memorable one. In order to avoid any confusion during your stay, you may wish to familiarise yourself with the following important information.

Settlement Terms:

The balance outstanding should be settled in any of the following ways:

- a) Pay the full balance one week prior to the date of your arrival.
- b) Pay the full balance upon arrival at the hotel.
- c) Pre - authorisation of your credit card will be sought on arrival enabling payment to be processed on the day of departure.

Methods of Payment:

You can pay by cash, laser, credit card, personal cheque (accompanied by cheque guarantee card), bank draft or postal order. If you wish to pay by company cheque you will be required to pay 10 days in advance of your arrival date.

Cancellation Policy:

In the event that you wish to cancel your holiday reservation you will forfeit your booking deposit. Cancellations within 48 hours are subject to the charge of your first nights stay.

Refunds:

It is important to note that meals included in full board and bed and breakfast packages cannot be refunded if not taken. There is also no refund for early departures or late arrivals. Any tickets included are non-refundable.

If there is anything which we have not covered or that you are unsure about, please feel free to contact us and we will be delighted to assist you.