

Cancellation

Please note that The Crossways operates a 48 hour Cancellation Policy from the date of arrival for bookings made directly with the Hotel (not 3rd party agents). For example, if your arrival date is Wednesday and you have booked directly with the Crossways you must cancel your reservation before midnight on the previous Sunday to avoid any cancellation fee. Late cancellations, booking reduction (after arrival date or within 48 hours of arrival date) or non-arrivals will be charged at the full cost of the original reservation amount.

If you have booked via a 3rd Party you need to check what their cancellation policy is - most 3rd party bookers will vary. We encourage you to take out Holiday Insurance and book directly with the Hotel

Payment:

Customers booking hotel rooms, whether directly with the Crossways or via a third-party agent, will be required to provide valid credit or debit card details to secure the booking.

If the booking is made directly with Crossways, the full reservation amount of the booking will be taken from the credit/debit card provided, on the day of arrival. If you have booked via a third-party agent, you will need to consult with the agent to find out their payment terms.

After you arrive at the Crossways, the front desk receptionist will need a valid credit or debit card to put on our secure trading system before handing over the room key. A credit or debit card is an insurance policy for the hotel. Specifically, the card covers incidentals such as, but not limited to, damage to the room, food, and drink, late check out fees and pet charges.