

The Crossway's Inn – Stocks Lane, North Wootton NR. Wells BA4 4EU

Group Booking Policy -where five or more rooms are booked as part of the same booking.

Payments. For group bookings, you must pay a deposit payment of 10% of the total booking price at the time we accept your booking request. The remaining balance is due six (6) weeks prior to the day of arrival.

Where the time you would have to pay the balance as set out above has already passed when you make a group booking, the entire price is payable upon us accepting your booking.

How you must pay the balance. If you have provided credit or debit card details for a group booking, we may charge that card for the balance at any time on or after the date when the balance becomes due. If you have not provided credit or debit card details, it is your responsibility to contact us to arrange payment of the balance by no later than the date and time stated above. The Hotel reserves the right to cancel the booking without notice if the balance is not paid by the date and time stated above.

Cancellation rights for group bookings. Where you have made a group booking:

- you may cancel your booking any time up to 3 months prior to the first day of your booking. For example, if your booking commenced on the 10th of April, you may cancel before 3pm on 10th of January. In that instance we will refund you any amounts you have paid, and you will not need to pay the balance.
- if you cancel after 3pm on the day which is 3 months prior to the first day of your booking, but before the balance of the payment for the booking becomes due, we will not refund any amounts you have paid, but will not charge you for the balance of your booking. In that circumstance, any money we retain will be compensation to us for your cancellation, and not a payment for services.
- once the balance of the payment for the booking has become due or paid, you may not cancel the booking or reduce the number of rooms booked. If you try to cancel the booking or reduce the number of rooms after this time (or if you don't arrive for your booking), you will still be charged the full price for your booking (including any meals or extras). This charge is to compensate us for the cancellation and is not a charge for any service.

Thank you for considering the Crossways Inn