



# Our Terms and Conditions

## Best Available Room Only Rate Package Terms & Conditions

### SECURITY POLICY

All Reservations must be accompanied by a valid Credit or Debit card in the name of the person reserving the room or event. Prior to arrival, up to 48 hours and within the cancellation terms, the Credit or Debit card supplied for the reservation **MAY** be charged in full for the value of the total stay.

If a card does not meet the security requirements, full cancellation will apply to all reservations linked to the card provided.

Upon Check in, the same valid Credit or Debit card used to secure the reservation, (i.e. valid bank card in the name of the reserved party), must be available to validate the stay and for possible pre-authorization purposes.

Pre-authorization of minimum of **€100** or more will be required to cover any additional incidentals or costs that may be incurred outside the value of the full reservation. Additional charges may also be applied to the valid card provided if a guestroom is deemed not suitable for resale. Provision of a valid card and confirmation email and signed registration card is consent. All additional charges that may be applied post departure, will be charged and the card holder will then be notified. Any information, including receipts, images and statements required to validate the additional charges will be provided on request.

Pre-authorization values may vary depending on seasonality, fluctuation of rates and are at the discretion of Management. If additional charges are **NOT** incurred during the stay, pre-authorization will be released within 24 Hours after departure. This may take longer to appear on your statement depending on the card you use and the bank you work with.

For Safety and Security purposes, on check in a valid photo ID may be requested to confirm that the Reservation Details and Credit or Debit card used to secure the Reservation corresponds with the Valid Photo ID.

# General Terms & Conditions

## RESERVATION TERMS & CONDITIONS

All rates are quoted subject to availability and alteration.

All discounted rates quoted are limited offers and may be subject to a minimum nights stay.

All rates are quoted in Euro.

While every effort has been made to ensure the accuracy of all information, Cork's Vienna Woods Hotel does not accept liability for any errors or omissions and reserves the right to change information.

## HOTEL TERMS AND CONDITIONS

Check in time is **4pm** and check out time is **12pm**

Pet policy is Guide Dogs only in public areas and small pets are welcome in allocated hotel rooms, see further information [HERE](#).

## VILLA TERMS AND CONDITIONS

Cancellation Policy is 1 Month for villa bookings Check in time is 5pm and check out time is 10am

Pet policy is small animals allowed in outdoor kennels Breakfast is not included in the self-catering villa bookings

Security Policy: All Reservations must be accompanied by a valid Credit or Debit card in the name of the person reserving the room or event.

Prior to arrival, up to 48 hours and within the cancellation terms, the Credit or Debit card supplied for the reservation MAY be charged in full for the value of the total stay.

If a card does not meet the security requirements, full cancellation will apply to all reservations linked to the card provided. Upon Check in, the same valid Credit or Debit card used to secure the reservation, (i.e. valid bank card in the name of the reserved party), must be available to validate the stay and for possible pre-authorisation purposes.

Pre-authorisation may be required to cover any additional incidentals or costs that may be incurred outside the value of the full reservation. Pre-authorisation values may vary depending on seasonality, fluctuation of rates and are at the discretion of Management. If additional charges are NOT incurred during the stay, pre-authorisation will be released within 24 Hours after departure.

This may take longer to appear on your statement depending on the card you use and the bank you work with. For Safety and Security purposes, on check in a valid photo ID may be requested to confirm that the Reservation Details and Credit or Debit card used to secure the Reservation corresponds with the Valid Photo ID, Policies can change, after date of reservation, if clarification is required please contact hotel directly