

## **Information about your security deposit Pre-Authorisation**

Prior to gaining access to your lodge at Faweather Grange you will be asked to present a card for your security deposit reservation. This document outlines the amount that will be held from your card, how the hold works and common areas which may incur a charge from the deposit. Please note that the incurrance of charges is not exclusive to the items listed below.

### **What is held from my card and for how long?**

- The security deposit will hold £100 from your card for 10 working days from the date the pre-authorisation is held.
- The deposit will increase to £200 if you are staying with a pet (any)

### **How will I know if I have incurred a charged from my security deposit?**

- If there are any issues which incur a charge on your security deposit we will contact you (usually, but not exclusively, within 48 hours after your departure).

### **What happens after 10 working days / why can't I see the money returned?**

- Your security deposit is held as a pending transaction and no money will leave your account unless we inform you.
- After the hold has been released these funds will be released back into your available funds on your account.
- Once the hold disappears you will see no record of the pre-authorisation on your bank statement or online banking. (you won't see anything leave or come back in once the hold stops)
- If the hold is still shows after this time, contact your bank & ask them to release the funds

### **What might incur a charge to my security deposit?** (items listed below are not exclusive there may be other situations which cause a charge)

- Broken/damaged Hot tub covers (these are checked daily) – please don't sit or stand on them they are fragile
- Excessive stains on towels / bedding
- Excessive cleaning may be charged in the following cases
  - Smoking in the lodge
  - Leaving unwashed washing up
  - Excessive cleaning, the general state the lodge is left in will be determined by FWG and is backed up with photographic evidence, please note we operate a leave it as you find it policy.
- Excessive breakages
- Pet damage of any kind (please don't leave your pet unattended in the lodge, if you require we have a cage which you can borrow or there is a local kennel)
- If you wish to take away the 300ml temple spa products these will be charged at £15 per bottle
- Any accidental or intentionally theft (pillows, tv remotes, Bluetooth speakers towels/robes etc.)
- Postage of items left behind which you wish for us to send back to you