

## **The Dell House Self-Catering Holiday Homes Terms & Conditions for Credit/Debit Card “Card Not Present Transactions” (CNPTs)**

### **IMPORTANT**

The Dell House Terms & Conditions for the use of Credit or Debit Cards are in accordance with the most current Barclaycard Business Terms & Conditions

The Dell House Terms & Conditions of Booking Self-Catering Holiday Homes are as stated in the most up to date version of The Dell House Self-Catering Conditions & Cancellations Policy

### **Self-Catering Holiday Home Payments by Credit or Debit Cards Card Not Present Transactions (CNPT)**

#### **1.0 Initial or Full Payment (on booking)**

##### By Telephone or In Writing

- 1.1 Payments are only accepted from the card holder named on the card.
- 1.2 The Initial Payment is 25% of the total price of the booking
- 1.3 FULL PAYMENT should be made if booking six weeks or less before your arrival at the Dell House.
- 1.4 The payment will be processed using Sections 2.2 (CNPTs) & 5.2.1– 5.2.9 (Lodging & Accommodation) of the current Barclaycard Business Procedure Guide
- 1.5 The actual Date & Time the FINAL PAYMENT (balance of payment) is due to be taken from the card will be confirmed with the Guest at the time that the INITIAL PAYMENT is taken. (FINAL PAYMENT will be taken on or after 12 noon local UK time exactly SIX WEEKS prior to arrival)
- 1.6 **VERY IMPORTANT:** See Section 3.0 of this document re **Cancellations & Refunds**

#### **2.0 Final Payment (balance of payment)**

##### 2.1 Using the SAME CARD DETAILS as for the Initial Payment (no further personal contact)

- 2.1.1 Balance (75%) of total price of the booking
- 2.1.2 When the Initial Booking Payment has been taken by CNPT, the balance will be taken USING THE SAME CARD DETAILS six weeks before arrival (on the date confirmed at the time of the Initial Payment). This will take place on or after 12 noon local UK time without further personal contact with the Guest.
- 2.1.3 To prevent collection of payment from this card, Guests MUST inform The Dell House by personal contact (telephone) or by email NO LATER THAN 72 hrs BEFORE the Date & Time the Final Payment is due.

##### 2.2 By Telephone using a DIFFERENT CARD or with No Further Personal Contact using ALTERNATIVE CARD DETAILS previously provided

- 2.2.1 Balance (75%) of total price of the booking
- 2.2.2 Guests who wish to make their FINAL PAYMENT using a different card should either arrange this at the time of making the Initial Payment or personally contact The Dell House with their ALTERNATIVE CARD details NO LATER THAN 72 hrs BEFORE the Date & Time the Final Payment is due.
- 2.2.3 FINAL PAYMENT is due NO LATER THAN the agreed Date & Time (see 1.4 above).
- 2.2.4 Payments are only accepted from the card holder named on the card.
- 2.2.5 The payment will be processed using Sections 2.2 (CNPTs) & 5.2.1 – 5.2.9 (Lodging & Accommodation) of the current Barclaycard Business Procedure Guide.

#### **3.0 Cancellation & Refunds**

- 3.1 CANCELLATIONS: Your cancellation is only accepted when we have confirmed acceptance of the cancellation verbally (by telephone) or by confirmatory email (for email cancellations).
  - o Please note that email or voice-mail cancellation CANNOT BE CONSIDERED TO HAVE BEEN ACCEPTED unless you receive a confirmatory email or personal telephone call from us. If you do not receive such an email or personal telephone call, you must contact us and speak to us personally by telephone.
- 3.3 CANCELLATION BY DEFAULT: Your booking will be cancelled by default if the FINAL PAYMENT is not received by the due Date & Time.
- 3.4 Initial Payments are NON- REFUNDABLE
- 3.5 If you cancel the booking after FULL PAYMENT has been made, please note that we cannot refund monies except in accordance with the current The Dell House Self-Catering Conditions & Cancellations Policy.