



The Oyster Box

PRE-AUTHORISATION NOTICE

Important Information for you regarding your credit / debit card



The Oyster Box Hotel requires all guests to provide a valid credit or debit card on check in. The hotel will pre-authorise your card for your full room rate (unless the room rate is paid in advance) plus R1000.00 per night per room for any additional charges / incidentals which you may incur during your stay with us.

Payment can still be made in cash on check out for any charges if incurred should you prefer.

A "Pre-authorisation" is not a charge. The guests' issuing bank / Credit Card Company holds the pre-authorised amount temporarily from the available balance of the card holder's account for the hotel to use.

Pre-authorisation is a common process followed within Red Carnation Hotels worldwide and is common practice in hotels worldwide.

The way it works is that a pre-authorisation request is made by the hotel's card terminal to the card holder's bank. Your bank / Credit Card Company authorises the funds and sends an authorisation code to the hotel. This confirms the availability of the requested funds in the card holder's account to cover the charges in the hotel (if any).

This authorisation code is expected to be used when the transaction of payment is about to complete (that is on departure from the hotel). If the authorisation code given by your bank / Credit Card Company is not used by the hotel, this means that your account had no incidental charges during the stay OR the hotel has secured funds through other means (cash or another card) and has had no need to use those blocked funds.

If on check out, a guest decides to pay using cash or with an alternative credit / debit card (different to the one provided on arrival); the amount taken from the first credit / debit card normally takes 7 – 10 working days to be released back to your card by your own issuing bank or credit card company. Some issuing banks may take longer, *especially* for cards issued outside of South Africa.

If you have any queries or problems regarding the pre-authorisation after departure, please contact your issuing bank / Credit Card Company. The Oyster Box accepts no responsibility for any bank or credit card charges should your account become overdrawn as a result of this.

We thank you for choosing The Oyster Box for your stay in Umhlanga and we wish you a truly enjoyable stay.



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