

SoBo Pre-Authorisation Policy

The pre-authorisation is not a charge and no funds have been debited from your account

Why is the credit / debit card pre-authorised?

When you give us a credit/debit card, the pre-authorisation guarantees us that the funds are available to pay for any charges incurred

How much is a pre-authorisation?

The amount that we pre-authorise will depend on the value of your booking and the booking channel you used to make your reservation

When is the card pre-authorised?

All credit or debit cards are normally pre-authorised within 48 hours of you making your reservation

Who is responsible for the pre-authorisation procedure?

HSBC Merchant Services are responsible for the maintenance and management of the pre-authorisation process. Should you have any queries regarding your pre-authorisation or any part of the process they can be contacted on 0845 702 3344

When does the pre-authorisation get released from the credit card?

This varies dependent on your individual credit/debit card. Upon your check in your room charge and any extras will be charged to your card and this will appear on your credit card statement within 3 working days

If you choose to pay the balance with another credit card or cash we will cancel the pre-authorisation and this could take a few working days to clear in your account