

Cancellation and Refund Policy for The Saracens Head.

1. Cancellation Policy:

More than 24 Hours Notice: If a booking is cancelled more than 24 hours before the scheduled check-in time, no payment will be taken, and any pre-payments made will be fully refunded.

Less than 24 Hours Notice: If a booking is cancelled less than 24 hours before the scheduled check-in time, full payment for the first night will be taken from the provided payment method.

2. Refund Policy:

Discretionary Refunds: Refunds may be issued at the discretion of Saracens Head managers. Guests are encouraged to contact the management with any reasons they believe justify a refund. Each request will be reviewed on a case-by-case basis.

Non-Refundable Situations: Generally, cancellations made less than 24 hours before check-in will not be eligible for a refund unless there are exceptional circumstances.

3. No-Shows:

Guests who do not cancel and fail to arrive (no-shows) will be charged the full amount for the first night of their booking.

4. Early Departures:

If a guest decides to leave earlier than the scheduled check-out date, the management will consider refunding the unused nights on a discretionary basis.

5. Contact Information:

To request a refund or discuss any concerns regarding your booking, please contact the Saracens Head management team directly at 01889270286.

We value our guests and aim to provide a fair and transparent cancellation and refund policy. Thank you for choosing Saracens Head for your stay.