



Groups Booking Policy

Vandon House welcomes group bookings and offers a group rate of £35 per person for groups of 10 people or more. This rate includes a buffet style continental breakfast and all taxes. The only exceptions are the triple en-suites and quad en-suite, which will remain at £99 and £119 per night respectively.

In order to secure a booking, a deposit equivalent to one night's stay per person is required.

Vandon House accepts the following methods of payment:

- Cash (Sterling only)
- Travellers Cheques (Sterling only)
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- Credit Cards – all major cards except American Express, Diner's Card and Discovery Cards
- Bank Transfer – please ask for our bank details

For the deposit a credit card payment is the easiest method, use the online secure payment system. If processed manually, the following is required:

- Card number
- Expiry date
- Name on the card
- Card billing address including full postal code/zip code
- The security code (CVC number) from the back of the card. This is usually the last three digits from the number on the signature strip. It may be the number that is printed above the account number if there is no number on the back of the card

Once a deposit has been received a booking confirmation will be issued with full details of your booking including a breakdown of the rooms allocated. Should any alterations be necessary please let us know as soon as possible. Please note that occasionally we have to alter specific rooms allocated; however, the types of rooms booked will remain the same. It is helpful to us if you can prepare individuals' room assignments prior to arrival.

Once a booking is confirmed, we shall stay in regular contact with you regarding numbers, required facilities and to enquire if we can provide any other assistance to make your stay more enjoyable.

Cancellation Policy

Should you need to cancel your booking entirely the following refunds will be given:

More than 3 months' notice	Full Refund
Between 2 and 3 months' notice	50% Refund
Between 1 and 2 months' notice	25% Refund
Less than 1 month's notice	No Refund

Cancellation should be notified in writing either by letter, fax or e-mail. Vandon House will in return acknowledge the cancellation with the appropriate refund.

Should you have any other requirements or questions relating to your booking please do not hesitate to contact Victoria Aukov directly at aukov@central.edu