

Cancelling or Amending

If I need to cancel my booking will I pay a fee?

If your booking is non-refundable you cannot cancel. If your booking is free cancellation or partially refundable, check your confirmation email or confirmation page in the Bookings section of your account on the site where you made the booking for the cancellation costs.

How do I cancel my booking?

Online Cancellations are available on our website for guests who booked:

- Through our website
- Over the phone
- In person
- Guest who booked via toprooms, Google and other eviivo powered White Label sites.

Online Cancellations are **NOT** available on our website for guests who booked through a major Online Travel Agency, such as:

- Airbnb
- Expedia/Guesthouses.com
- Booking.com
- Agoda
- Vrbo

Guests who wish to manage their bookings on our website can EITHER:

- Click a link in their confirmation email, located under the Cancellation Policy

Cancellation Policy

Bookings can be cancelled up to 5 day(s) before 23:59 on the day of check in free of charge. Bookings cancelled less than 5 day(s) before 23:59 on the day of check in will incur a charge of 50% of the booking total.

If you need to cancel or make changes to this reservation, please contact the accommodation provider directly: noreply@StChristophers.com, 01234567890 [or click here](#).

OR:

- Go to our website, www.silvercraigsguesthouse.com click **My Booking** at the top of the page,



enter your booking reference and/or email address and click on **Manage Booking**.

Manage a reservation ×

Booking Reference ?

Email Address

[Need help?](#) Manage Booking

To cancel your booking, click **Cancel this Booking**.

A message box confirm whether or not a cancellation fee applies.

If the box is red, a cancellation fee applies. If the box is green, no cancellation fee applies.

If the box is green, the cancellation is FREE.

Based on this, you will be shown whether they owe you money or whether they are due a full or a partial refund.

Need to cancel? ✕

✓ Your reservation can be cancelled FREE of charge

Cancellation Charge	FREE
Amount Paid	£0.00

[Confirm Cancellation](#)

**Double or Twin-Comfort-Ensuite with Shower-Garden View-
Double/Twin - Default**

Bookings can be cancelled up to 5 day(s) before 23:59 on the day of check in free of charge. Bookings cancelled less than 5 day(s) before 23:59 on the day of check in will incur a charge of 50% of the booking total.

Need to cancel?

ⓘ A cancellation charge applies to your reservation

Cancellation Charge	
Amount Paid	
Amount Owed	

[Confirm Cancellation](#)

Your charge will be processed on the payment of booking.

**Double or Twin-Comfort-Ensuite with Shower-
Double/Twin - Default**

Bookings can be cancelled up to 2 week(s) before check in free of charge. Bookings cancelled less than 2 week(s) before check in will incur a charge of 50% of the booking total.

Once you click CONFIRM CANCELLATION, you will receive an email confirming the cancellation, as well as any amount charged or refunded. In addition, the following page will be displayed:

ⓘ Your reservation has been cancelled Cancelled on 30/03/2017
Order Reference WUK-197-619

Your Stay

Check in: 18/04/2017 14:00
Check out: 19/04/2017 11:00

Double or Twin-Ensuite with Shower - Default Cancelled

Adult(s) 1 Children 0

Bookings can be cancelled up to 1 week(s) and 3 day(s) before 14:00 on the day of check in free of charge. Bookings cancelled less than 1 week(s) and 3 day(s) before 14:00 on the day of check in will incur a charge of 25% of the booking total. Bookings cancelled less than 2 day(s) before 14:00 on the day of check in will incur a charge of 50% of the booking total.

[Booking Terms and Conditions](#)

Your Accommodation

St. Christopher's Inn
72 Grimaldi Street,
London,
United Kingdom
[View Map](#)

Phone Number : 01234567891
Email Address : stchristophers@stchristophers.co.uk

Your Details

Name	Tom Jones
Email Address	Tom.Jones@gmail.com

Please note that if you have booked via Booking.com then all booking modifications or cancellations will be managed via Booking.com. This means that Silvercraigs Guesthouse cannot cancel Booking.com bookings ourselves. The guest that made the booking with

Booking.com must cancel themselves on the Booking.com website where they placed their original booking to ensure both Silvercraigs Guesthouse and the travel agency are able to acknowledge the cancellation.

How do I know that my cancellation was successful?

After you cancel a booking with us, you should receive an email to confirm the cancellation. Check your inbox and spam/junk mail folders.

If you've received an email from Booking.com cancelling your booking, your booking has been cancelled and we've refunded you. The processing time depends on your bank. If you have questions, contact your bank directly.

How long will it take for my refund to be processed?

We aim to respond to any direct cancellations and process the refund within 72 hours. Depending on your card issuer, it may take 7-10 working days for the funds to reach your account and depends on your bank. If you have questions, contact your bank directly.

Will I be charged a night's stay if I arrive late or miss my arrival date?

Reservations that have been guaranteed with a credit card and/or deposit are held for you until arrival. If you do not arrive at the guesthouse on your scheduled arrival date, cancellation policies will apply.

I haven't received my refund

If you haven't received your refund within 10 working days, please email us at silvercraigs@gmail.com titled 'Refund Follow Up.'