



HOTEL PRE-AUTHORISATION



Dear Valued Guest,

A warm welcome to The Oyster Box, South Africa's most cherished hotel which stands majestically on Umhlanga's beachfront, overlooking the Indian Ocean and the iconic lighthouse. As part of The Red Carnation Hotel Collection and our commitment to providing exceptional service to our guests, we offer the option to charge various services to your room account for your convenience. This includes charges for meals, drinks, spa services, and other amenities.

To ensure that we are able to securely process these charges to your room account, a pre-authorisation of your credit card shall be taken. This pre-authorisation will allow us to have your permission to charge your room account for the services you receive during your stay with us.

Here's how the pre-authorisation process works:

- At the time of check-in, you will be asked to provide a credit card that we will use to secure your room charges.
- We will place a hold on your credit card for the amount of your estimated charges. This is not a charge to your credit card, but rather a temporary hold on your available credit.
- During your stay, you may use your resident key card to charge services and amenities to your room account.
- At the time of check-out, we will calculate the total charges for your stay and charge your credit card for the exact amount of the charges.
- Please note that if the actual charges are less than the amount of the hold, the difference will be released back to your credit card. However, it may take 7 – 21 working days for the hold to be released by your bank.

To finalize the pre-authorisation process, our front desk personnel shall guide you for your ease and convenience.

We appreciate your cooperation and hope you enjoy your stay at The Oyster Box hotel. Please feel free to contact us if you have any questions or concerns.

Sincerely,

The Oyster Box Management

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