



Pre-authorisation and payment information

Making your reservation

Credit / debit cards are used to hold your room reservation until you arrive on your confirmed check-in date.

If you have booked a rate that requires a deposit or pre-payment, this card will be charged anytime before your check-in date. For more details please check that rate description and rate rules when booking. Please ensure that this card is with you and presented on arrival at check-in.

Credit / debit card safety

IHG are committed to keeping your personal information safe. The secure server software (SSL) is the industry standard and among the best software available today for secure commerce transactions. It encrypts all your personal information, including payment card number, name, and address, so that it cannot be read as the information travels over the internet.

Check-in / check-out

The Holiday Inn Southend will require a payment guarantee on check-in. If using a credit or debit card to check-in then the hotel will place a hold of funds during your stay. The hold amount will be the entire price of your stay plus an additional £50 per night as a deposit for incidental purchases. These holds are separate from, and in addition to, your billable charges.

A pre-authorisation is not a charge. Your issuing bank / credit card company holds the pre-authorised amount temporarily from the available balance of your account ready for the hotel to use.

The hotel will typically release the hold on any unused funds within 5 working days of check-out once the final payment has been received. Depending on your financial institution, funds may take up to 4 working days or longer to be back in your account. The Holiday Inn Southend are not responsible or liable for the loss of use of these funds or any overdraft charges.

Cash payments

You are welcome to hold a reservation with a credit / debit card and choose to pay cash on arrival. When paying in cash on check-in you will be asked for the price of the entire stay plus an additional £50 per night as a hold against any ruin in the room. This additional cash payment is not to be used against incidental charges during your stay, any additional purchases will need to be paid in cash at the various hotel outlets. Personal identification will also be requested at this time.

Any additional funds holding at the time of check-out will be returned subject to a Duty Manager room check.

