

## FOXHANGERS LIMITED trading as FOXHANGERS CANAL HOLIDAYS

### PRE-AUTHORISATION POLICY

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1. Capitalised terms in this Policy shall have the meanings given to them in the Foxhangers Limited Terms and Conditions, unless otherwise defined herein.
2. The Company may require a pre-authorisation for payment from the Hirer using a VISA/MasterCard credit/debit card ("Card") in accordance with section 10 of its Terms and Conditions.
3. The Company will determine in its sole discretion if a pre-authorisation is required.
4. The pre-authorisation amount is £75 per person and must be successfully transacted on a single card prior to the party boarding their designated hire boat or boats, where multiple boats have been hired by one party.
5. The Company is authorised to take payment from the Card where additional charges become due under the Terms and Conditions, including without limitation under section 10. 6. Further information regarding this Policy can be found below under "Frequently asked questions".

#### **Frequently asked questions**

##### *"Why do I need to know about a pre-authorisation payment?"*

It is the Company's policy to make a single transaction against a credit/debit card (usually belonging to the Skipper) in addition to the usual damage waiver payment where we decide that the Hirer is a 'Party Group', as set out in section 3 of the Terms and Conditions.

##### *"What is pre-authorisation?"*

A pre-authorisation payment is a temporary hold of a specific amount of available funds on a credit or debit card. The pre-authorisation is not a charge and no funds will have been debited from your account.

##### *"What is the purpose of pre-authorisation?"*

It affords Foxhangers the assurance of knowing that secure funds are available should the Hirer incur any additional charges as set out in the Terms and Conditions. It also acts as an incentive to the Hirer to act in appropriate and responsible manner.

##### *"How much is a Foxhangers pre-authorisation payment?"*

We ask for £75.00 for each member of your group or party, regardless of the number of berths on your boat (e.g.: for 6 people on a 9 berth boat we will collect £450.00). The total pre-authorisation amount is to be paid on a single card.

##### *"When is my card pre-authorised?"*

The Skipper will be contacted by telephone during the week leading up to their stay with us.

##### *"Does my card have to be pre-authorised?"*

Pre-authorisation of your card guarantees us that the funds are available to pay for any charges incurred as a result of your group having stayed on board our boat. Party Groups will not be allowed to board their designated boat unless their pre-authorisation payment has been successfully transacted.

##### *"Who is responsible for the pre-authorisation procedure?"*

Streamline are responsible for the maintenance and management of our pre-authorisation process. Should you have any queries regarding pre-authorisation or any part of the process, you are advised to contact your own card provider for further advice.

##### *"When is the pre-authorisation released from my card?"*

This varies depending on your individual credit/debit card account. After our final checks of your boat at the end of your stay, any extras or damage will be charged to your card and this will appear on your statement within 21 working days, otherwise there will be nothing to show on your statement.