



Vulcan Hotel Booking & Payment Process

- Please write down customer name, phone number and email address.
- Place your initials next to the booking so the team know who took the booking.
- Confirm the booking with the guest via email and include the below cancellation policy.
- Free cancellation up to 7 days prior to arrival, late cancellations or no shows incur 100% payment of the room rate fee

Guest email example – “This email is to confirm your booking with the Vulcan Hotel, St Bathans. We are looking forward to hosting you on xxx date. Please note our cancellation policy is as follows; Free cancellation up to 7 days prior to arrival, late cancellations or no shows incur 100% payment of the room rate fee. Full payment for your accommodation will be at the time of checking in”

Vulcan Hotel Cancellation Policy

- Free cancellation up to 7 days prior to arrival
- Late cancellations or no shows incur 100% of room rate fee
- If the guest cancels within 7 days of arrival, please request they pay the outstanding amount into the Vulcan Hotel bank account **Vulcan Hotel 2022 Limited 38 -9023 - 0865665- 00**. Ask them to include their name as the reference.

Vulcan Hotel Dog Policy

- Pet fee \$25 per night
- Dogs cannot be left alone in rooms
- Dogs cannot sleep on beds or furniture
- Advance notice required of dog staying
- Owner responsible for waste or damage
- Dogs are allowed in the bar area of the hotel, not the dining room or back of house/staff only areas e.g. kitchen

