

Cashless Payment Policy

Effective from 1 August 2026

From 1 August 2026, Cotswolds Hotel & Spa will operate as a cashless venue.

This policy applies across the hotel and its facilities, including accommodation, restaurants, bars, spa treatments, golf, padel, weddings, meetings, events and other on-site purchases.

Accepted payment methods

We accept major debit and credit cards, contactless payments, Apple Pay and Google Pay. Bank transfers may also be accepted where agreed in advance with the relevant hotel team.

Bank transfers are preferred for weddings, meetings, group bookings and other contracted events. Deposits and balances for these bookings may be paid by bank transfer or another method agreed with the relevant hotel team. Bank transfers may also be accepted for accommodation bookings where agreed in advance.

Guests are responsible for ensuring that they have an accepted payment method available throughout their stay or visit.

Cash payments

Cash will not normally be accepted.

In exceptional circumstances, an alternative payment arrangement may be agreed in advance by the hotel's senior management team. Guests must contact the hotel before arrival to discuss this.

Approval is not guaranteed, and guests should not arrive expecting to pay in cash unless this has been confirmed in advance.

Guests requiring assistance

Guests who may have difficulty using the accepted payment methods are encouraged to contact us before their visit.

Our team will discuss the available options and provide reasonable assistance where appropriate.

Deposits, balances and pre-authorisations

Deposits, outstanding accommodation balances and additional charges must be paid using an accepted payment method.

Gift vouchers

Valid gift vouchers may continue to be used in accordance with their terms and conditions.

Where the value of a purchase exceeds the value of the voucher, the remaining balance must be paid using an accepted cashless payment method. No cash change will be provided.

Temporary payment-system issues

If our electronic payment systems are temporarily unavailable, guests should speak to a member of the team. Alternative arrangements will be considered depending on the circumstances.

Refunds

Refunds will normally be made using the original payment method.

Gratuities

Any gratuities will be processed in accordance with the Company's gratuity policy.

Policy amendments

The Hotel reserves the right to amend this policy from time to time. The current version will be made available by the Hotel.

Contact us

For questions about this policy or to discuss payment arrangements before your visit, please contact:

Cotswolds Hotel & Spa

Telephone: 01608 642383

Email: enquiries@cotswoldclub.co.uk