

# ROOM BOOKING FAQs

Firstly, if you are very busy or the FAQS do not answer the questions being asked when you answer the phone then kindly ask the guest for their full name and contact number, double check it is correct, and let them know that someone will call them back as soon as they can to ensure their questions are answered properly.

## Can we book a room?

What date are they looking for?

Check inn style. Try to push them into booking online through our website

[www.whitehouserye.co.uk](http://www.whitehouserye.co.uk) as it is the safest way to store their details.

## Do we have any rooms?

The booking system on our website is live, so if there is availability then it will show up on there.

## What is our cancellation policy?

We offer free cancellation up to 72 hours (or 3 days) before arrival day.

## I want to change my booking!

First of all find out if they booked direct or via [booking.com](http://booking.com).

If they booked directly then find their booking on inn style using their full name and date. Have a look to see if the date that want is available. Go ahead and change booking.

If they booked via [booking.com](http://booking.com) then we are unable to change the booking our end, so they will need to contact [booking.com](http://booking.com) directly.

## How do we cancel a room?

If you are confident in using the booking system and know how to then cancel it there and then. Remember to send cancellation. If you are not, ask the customer to cancel via email in writing to [info@whitehouserye.co.uk](mailto:info@whitehouserye.co.uk) with their full name and date of their booking.

## Do we allow dogs?

Yes, we allow well behaved dogs at a charge of £25 per stay. We ask that dogs are not left alone in the rooms.

## Do take payment for room?

Card details are kept for security purposes only.

Your card will not be charged until you stay, if you decide to pay with a different card when you get here, that is fine.

## Early checkins / late checkout

Check in is at 3pm, and checkout is at 11am. We cannot offer early check in or late check out.

However we are happy to store bags before or after checkout up until 4pm

## Is breakfast included?

YES! Breakfast is included in all room rates, guests are welcome to 1 item off the menu, a hot drink and a juice. Breakfast is available from 8.30am The menu is available on the website if people would like to have a look before their stay.

## Can we store our bags?

Yes, we are happy to store bags, before and after checkout but we close at 4pm so they need to be collected before that.

## Do we have sofa beds?

Yes we do, they are short double sofa beds, suitable for 1 adults or 2 (very small) children. They are an extra charge of £65 per night.

## Which rooms have sofa beds?

Roly poly, muffin, tart, crumpet and whoopie

## Which Rooms have baths?

Crumpet and Rum Baba have baths.

## Which rooms have showers?

Roly Poly, Muffin, Tart, whoopie,

## Which rooms have 4 poster beds?

Roly Poly, Muffin, Crumpet and Rum Baba

# CAFE FAQS

## Where is everything made?

Here! In the kitchen, by the chefs, everything! Bread, cakes, savouries, menu items, everything!

## Do we take bookings?

No we do not accept bookings, we run on a first come first served basis. Tables turn quite quickly, Please do just turn up and we will look after you.

## Can I just get a takeaway?

Of course, we have a counter full of delicious homemade cakes, pastries and savouries, you can also order drinks at the counter. Please wait outside once you have ordered and your drinks will be Brought out to you.

## Do we take bread reservations?

Bread is only available to reserve on the day from 9am, via telephone. Please offer a business card so that customers have our number if they don't already have it.

## Can we get something from the counter and the menu?

Of course you can. Items from the counter to be collected straight away by the staff member who took the order. The rest will come when it has been made from the kitchen.

## How long will a coffee take?

During very busy times, there may be up to a 20 minute wait for a coffee, it is really important that you communicate this with the customer so their expectations are set.

## Is there any more bread left?

Unfortunately if its not on the shelf, then we have sold out for the day. It is hot property and Richard and Jack are working flat out to keep up with demand. Let the customers know that there is more baked every single morning, so to get in earlier tomorrow.

## Can I make changes to the menu?

Try to convince customers kindly that menus have been written with tastes, textures and flavours in mind, however, if they would like to take something off of a dish then they are welcome to.

Double check that the note has gone through to the kitchen.

## I just want eggs on toast!!!

That is absolutely fine. Although it isn't on our menu, we are happy to do eggs on toast with sides. Poached scrambled or fried. Use the build a breakfast option on the till

## Can some of us get ice cream and eat it inside?

Of course you can, we just ask that you go outside and order it from there as it is run separately. You are then welcome to bring it in to eat it.