

THE BEAR INN

Here at The Bear Inn, Hodnet, we do not really like rules & regulations however there are a few things we have to note...

Restaurant Bookings

1. Please note our cancellation policy
2. 1. Credit or debit card details are required for all reservations. No payment is taken at the time of booking however the card will be validated. 2. If the booking is cancelled less than 24 hours before the start of service, for your reservation, £10 for LUNCH or £15 for DINNER per person will be charged. The same charge will be made for complete and partial 'NO SHOW' reservations. If you amend your table down in number within 24 hours of your reservation we reserve the right to charge a 'NO SHOW' charge on your bill at the end of the evening. 3. To cancel a reservation we recommend contacting us via email or phone to which we can reply to. If you do not receive an email confirming receipt of your cancellation request, then a charge may still apply.
3. A restaurant reservation is highly recommended to avoid disappointment.
4. Please arrive 15-20 minutes before your reservation to have a drink in our bar.
5. For table reservations of 10 people or more, please contact us via phone to book.
6. We are happy to cater for a variety of dietary and allergen requirements. We ask that you give us at least 48 hours notice of any dietaries so that we can be better prepared for you or your guests' meal.
7. Service charge is not applied to the bill and is at customer discretion.
8. We are a dog friendly establishment and welcome clean, well-behaved dogs into the bar restaurant area. Please, let us know at the time of booking if you are bringing a dog so we can offer you an appropriate table.

Hotel Room Bookings & Cancellation.

1. All bookings made for accommodation, via our website, booking agents or telephone require a debit or credit card to confirm the stay. No payment is taken until departure when the room rate agreed is added to any additional billing.
2. All cancellations within 48 hours of date of arrival are fully chargeable.
3. Check-in time: 3pm. Early check-in available. £20 charge, depending on availability.
4. Check-out time: 11am. Late check-out available. £20 charge, depending on availability.
5. It is highly recommended to make a restaurant reservation at the time of booking, if required, as there is limited availability. Alternatively, we may contact you to confirm your dining requirements as we endeavour to prioritise our hotel guest in the restaurant.
6. Any damage whatsoever to the room and furnishings during your stay will be charged for, to replace or renew. For example including bed linen, towels, carpets, toiletries & Bear mugs. If it is found that damage has been done following check out, The Bear Inn reserves the right to charge the card used on check out.

THE BEAR INN

Cake & Table decoration policy.

1. We are able to make birthday cakes upon request. Contact us via phone or email for our current choices and prices, for example; Victoria Sponge, Carrot Cake, Coffee & Walnut or Chocolate.
2. Cakes are available in different sizes, and we and we can offer candles and personalised greetings.
3. We do require notice of 2 weeks before the booking to allow time for the making and glazing of the cake.
4. If you want to bring a cake with you for your booking, please note that a charge of £5 per head will be added to your bill.
5. If required, please feel free to use some subtle table decorations. We do request that no table confetti of any kind or party poppers are used under any circumstances. If this is used against our policy and damages furniture, linen, machinery (such as glasswashers) or any other property then we reserve the right to charge for the damage/ cleaning/ recovery.

Allergens/ Dietaries.

We can cater for a wide variety of allergies, dietaries & intolerances, for example the majority of our menu is now gluten free. However, please note that our menu is not always suitable for a dairy free diet or lactose intolerance - please call at the time of booking to discuss these.

Gift Vouchers.

1. Valid vouchers must be redeemed within 12 months of purchase.
2. Vouchers cannot be used alongside any other offer or voucher which may be available.
3. Vouchers have no monetary value once purchased and are non refundable.
4. The value of the voucher at the time of purchase will be redeemed at the time of redemption, therefore be aware of occasional price increases.
5. The value of gift vouchers should be used in full at time of redemption - no change will be given for any monetary amount not redeemed.

Canine Guests

We pride ourselves in being a dog friendly establishment however there are a few 'rules' which we have to put in place to ensure the health & safety of yourselves, our other guests and staff...

1. Dogs MUST be kept on a lead at all times whilst on The Bear Inn property and grounds.
2. Whilst in the pub, if a dogs behaviour becomes noisy or too energetic then owners are kindly asked to take them outside to calm down or remove from the building.
3. It must be stated that our staff are all briefed not to pet dogs which enter the building and if they need to touch a dog they wash their hands with antibacterial wash prior to handling any food or drink.

THE **BEAR** INN

4. Overnight guests are welcome in our dog friendly rooms (Sycamore & Birch Rooms) however the owner must provide their own dogs bed and dogs must not sleep on the white bed linen.
5. Dogs must never be left in the rooms unattended at any time unless they are in a crate.
6. Should a dog cause any damage whatsoever then this will be charged for, to replace or renew, including bed linen, white towels and carpets, furniture, wallpaper, paintwork etc. If it is found that damage has been done following check out, The Bear Inn reserves the right to charge the card used on check out.
7. Any dogs found to be disruptive to other guests or The Bear Inn staff will be asked to leave the premises immediately.

Smoking Policy

The Bear Inn and The Coach House have a strict no smoking policy. We reserve the right to charge at least one additional night stay to any guest which has been found to be contaminating the building with any smoke inhalation products including vapour & e- cigarettes.

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