

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

### Christmas Bookings

1. Any party of 12 or over must pre-order from the Christmas Party or Tastes of The Bear menu. All parties must eat off one or the other menu. No menus can be mixed. For the Christmas Party menu the pre-order form will be sent directly to the lead booker of the group. The pre-order is to be received no later than two weeks before the reservation.
2. If you book a Christmas Party and stay with us, you will receive 25% off a current room rate. This offer is only valid the night of your party booking. Offer valid from 29th November - 30th December. If you would like to redeem this offer please call us on 01630 685214. You will need to have the date of the booking, lead party name & your full name. This offer cannot be used in conjunction with any other offer or future offer.
3. Deposits. For parties of 12 or over, a non-refundable deposit of £10 per head is required within **one week** of the booking being made. If a deposit has not been received within this period, we reserve the right to cancel the booking.
4. Any cancellations of the original party number within 24 hours of the booking date will incur a £15 per head cancellation fee, this is in addition to the £10 non-refundable deposit.

### Restaurant Bookings

1. PLEASE NOTE OUR CANCELLATION POLICY 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 'NO SHOW' reservations. 3. To cancel a reservation we recommend contacting us via email 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.
2. *A restaurant reservation is highly recommended to avoid disappointment.*
3. We only offer one sitting per service so your table is reserved for the duration of the meal.
4. *Please arrive 15-20 minutes before your reservation to be seated, enjoy a drink and browse the menu.*
5. *Maximum table size is 8 people.*
6. *We are happy to cater for a variety of dietary and allergen requirements, however, our menu and preparation does not suit a dairy free diet. We ask that you give us at least 24 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 restaurant and bar. Please, feel free to give us advance notice if you are bringing a dog so we can offer you a more 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: 4pm. 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 and carpets. 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.

#### 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 can offer candles, toppers and personalised greetings.
3. We do require notice of 72hrs before the booking to allow time for the making and glazing of the cake.
4. WE DO NOT ALLOW FOOD THAT HAS NOT BEEN PRODUCED BY OUR KITCHEN TO BE CONSUMED ON THE PREMISES
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.
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.
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, wall paper, 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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