

The Grange Hotel Team

Frequently Asked Questions (Updated 2nd November 2020)

Can I stay in a hotel for work purposes?

Yes, we will only accept reservations during the lockdown if you are travelling for work purposes.

I have a leisure room reservation for November, what should I do?

Please contact the hotel who will be happy to change your booking to a future date. If you purchased through a 3rd party website (eg Expedia/[Booking.com](https://www.booking.com)), please go to them directly to change your booking details.

Can we still dine in your restaurant?

No, our restaurants will be closed for the duration of the lockdown. We will however, be offering room service for those who are staying with us.

Can I still book my room for December or next year?

Yes, we will still accept room or restaurant reservations from the 2nd December and will happily change your booking to a date of your choice when there are no Government travel restrictions in place.

Do I need to wear a face mask?

From the 22nd September 2020, new Government legislation came into effect where face masks need to worn in communal areas of hotels. Please ensure you bring these with you as we are unable to supply masks.

I have a wedding or event booked, what happens now?

All events scheduled to take place during the lockdown will be automatically cancelled. Please contact us to arrange a suitable future date.

Do you offer daily housekeeping?

During your stay with us, your room becomes your 'bubble'. Our teams will not enter, so if you are staying for more than one night, please let us know if you need anything refreshing via one of our team members.

Are you offering food and drink to residents?

Our restaurants will remain closed but residents will still be able to order food and drink to their rooms. Please be aware that reduced menus may apply.

Are there any changes to room reservation cancellation policies?

Our regular terms and conditions apply for room reservations. If, however, you have a booking during a national or local lockdown that would prevent you from staying with us, we will happily change your reservation to a future date.