

Room Voucher Frequently Asked Questions

1) How do I book my Room Voucher stay online?

Your voucher has a section which tells you how to book online. Please read the instructions and other voucher terms before you start to book. Please also read the How To Book With your voucher on this booking page

If you have a Groupon voucher purchased after 1 October 2020 you can only book online using the Groupon booking widget. We cannot do the booking for you. We are very happy to take a call to discuss your needs or answer any questions, but you have to go back to the Groupon booking widget to complete the booking.

2) The online reservation system does not work?

The app for phone and tablet has a glitch. The PC web browser version does work. Please use that. It is very important that you use the code in your booking instructions to enter into the promo code box on our booking engine.

3) The online form asks for my credit card details. I do not want to be charged twice?

If you have a valid voucher you will not be charged twice. We take card details to hold against any extras you have while at the hotel. Card details are not stored at No11 and are held securely by our booking engine partner who uses industry approved security.

If you have not entered your booking code, the booking system will show you rooms available for purchase without voucher. If you book one of these you will be charged for the room, you cannot use your voucher as partial payment against this.

You will be charged at the time of booking for any Extras and Room Supplements you order at the time of booking.

4) The price on the online system for my two-night stay is more than the price on my voucher?

The price on the online system is set up for 1-night stays, so for a 2 night it just doubles the 1-night price. If you have a 2-night stay voucher and book 2 nights you will not be charged extra.

5) There is nowhere to enter my voucher code?

There is a guest comments panel on the booking form. Please enter your voucher **Security Code** and your **Preferred Dinner Time** in the form. Please not some vouchers have purchase numbers and other codes. We specifically need your **Security Code**, not your purchase reference code.

You do not have a valid booking unless you have given us both your Security Code and Preferred Dinner Time

6) I only want a Saturday and cannot get the date I want?

The voucher is valid 7 days a week and does not guarantee that any particular date and day will be available. Saturdays tend to go to early bookers.

7) What is the refund/cancellation policy?

Per the terms on your voucher If you cannot get a date that suits you, we approve all refunds requested before the final book by date. We do not approve refunds once a room is booked or if guests ask for refunds after the final book by date. We do not allow guests to transfer bookings to later dates. Please do not book unless you are certain of your dates.

We do not give cash credits against bookings or allow the voucher to be used against payment for a later booking. We do not allow the vouchers to be used for bookings after 30th April.

8) I cannot get the room/date I want. Have you sold more vouchers than you have room capacity?

NO: We only ever sell around 60% of our capacity as vouchers. However, the later you leave booking the more difficult it will be to find a date that suits you. Please book early

9) I have booked a Georgian Suite which came up in the booking panel with an Executive Double Voucher, why have I been charged an extra.

Per the voucher terms you can upgrade to Mini Suite for £39 and a Georgian for £59 per room per night if you have the Executive Double Voucher. The additional charges are shown when you hover over the room type/date and warn you to check your voucher terms.

Extras are taken at the time of booking not the time of stay.

10) When is my booking confirmed?

Your initial confirmation email is conditional. Your reservation is only confirmed once we have the voucher security code, the preferred dinner time, and you have paid any extras. We will then email a confirmation showing everything paid.

11) I want to book an extra night(s)?

You can book extra nights and this is the one occasion we can take a booking over the phone. Please check the room dates online first to make sure they are available in the room configuration you want.

12) Can I call to check room availability?

NO. Please follow your voucher instructions and do this online. The online system shows ALL the rooms we have and ALL Realtime availability.

13) I am a vegetarian/vegan/food intolerant/I just don't like the 5 Course menu?

We will try to meet all dietary needs (please tell us in advance). However, we can only allow guests to substitute a maximum of 2 items from the a la carte menu. Alternatively, guest can change to the 3:3:3 Seasonal Menu. The offer was for the 5 Course menu as described and modified from time to time by us. It was not an offer to select anything you wanted from any of our menus.

14) I don't like Sparkling Wine?

We will substitute a soft drink of a 125ml glass of house wine in place of your glass of sparkling wine.

15) I have an unused or credit voucher form 2019/2020 as a result of COVID

If you have a credit note from us because your booking was cancelled as a result of Covid the re-booking rules are on the credit voucher. As a guide we have said you can use your voucher up to 30th April 2020. You should still be able to do this online, but if you are having problems, please call.