

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 FAQ's which are designed to pre-empt most the questions you may have.

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.

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 note some vouchers have purchase numbers and other codes. We specifically need your **Security Code**, not your purchase reference code.

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

Really sorry but Saturdays have gone to early bookers, and as explained in the advert we are a 10 bedroom hotel and do not guarantee any particular room on any particular date.

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 £65?

Per the voucher terms you can upgrade to Mini Suite for £45 and a Georgian for £65 per room per night if you have the Executive Double Voucher. You can also upgrade for £25 per room per night from the Small Double to the Double. 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 champagne?

We will substitute a bottle of house wine from the wine list but nothing else.

15) The small double is a small room?

YES it is small. Please do not complain that a room with a title Small Double is a small room. The pictures are online ...if you want a bigger room the please buy a voucher for a bigger room or pay the upgrade cost. The reason that you get a room, 5 course tasting menu and a fantastic bottle of champagne all for £149 is because the room is small. Please also remember we will approve a refund if you have second thoughts before the 31st January final booking date.