



## — GUEST INFORMATION —

Thank you for booking at the Dog in Over Peover. We hope you will enjoy your stay with us. We are determined to ensure that your stay is as relaxing and enjoyable as possible.

## — FOOD AND DRINK —

Our menu changes on a regular basis and is served from 12pm till 10pm each night Monday to Saturday, and 9pm on a Sunday. We offer a wide range of seasonal dishes from starters and main courses to our highly sought after bar nibbles including our famous Giant Scotch Egg!

We kindly ask that you would place your food and drink order at the bar and show your room key to your server who will charge your tab for the day accordingly.

## — BREAKFAST —

We like to keep things reasonably informal at breakfast time to suit you. Served from 7am till 11am Monday to Friday and 8am till 11am Saturday to Sunday. There is a range of things to choose from whether you prefer the traditional full English or even some Manx kippers. If you are in a hurry or need to leave early, please mention this to the team the night before so we can arrange for something to start your day.

## — ARRIVAL AND DEPARTURE —

Check in time is 2pm, however if you need to check in early please let us know. On arrival, head straight to the bar where one of our team members will complete your registration card and show you to your room. We kindly ask all guests to settle their accommodation bill on arrival. Drinks and food can be paid for at the bar on purchase or at the end of your stay. We ask our guests to vacate their room by 10 am.

## — TERMS & CANCELLATIONS —

The Dog Peover: Flexible Rate Bookings Terms and Conditions

We do not require payment at the time of booking; your card details are required when making your reservation to secure the booking and full payment will be taken from the card details provided on the day of arrival.

VAT @ 20% is included in the price of any/all bookings; unless it is a reservation for over 28 days.

If paying cash to make a reservation on arrival at the hotel then a valid photo ID must be shown.

A credit card on check in will be required to guarantee any additional charges to your room charge such as meals, drinks etc, which are not included in the price of your stay.

Please notify us of any amendments to your confirmed booking by telephone or in writing to [info@thedogpeover.co.uk](mailto:info@thedogpeover.co.uk) as soon as possible. Amendments are subject to price and availability.

By making a reservation you are confirming that you are authorised to do so on behalf of all persons named in the booking and you acknowledge that all members of your party agree to be held by these Booking Terms and Conditions.

When your reservation has been completed, we can send confirmation to you either by post or to the email address or telephone you supply when making your booking.

Rooms are subject to maximum occupancy set by The Dog. Breach of this rule entitles the premises to cancel the reservation without refund or consolation.

### Cancellation Policy

You may cancel your reservation up to 48 hours, prior to 2pm of your arrival date and either a full refund will be offered or you a transfer of your stay to alternative dates subject to the availability and room rate price as this could differ to the original reservation. Any refunds will be made to the credit or debit card used to make the original payment.

Failure to cancel in advance of 48 hours prior to 2pm of your arrival date will result in us retaining the accommodation package which has been prepaid for. Please check at the time of booking if you are unsure of our cancellation procedures.

### Cancellations and changes made by The Dog Peover

In the unlikely event that the hotel is unable to accommodate a confirmed reservation, we may find it necessary to offer alternative accommodation to an equal or superior standard. Should we need to make changes that would significantly affect your stay or we need to cancel your stay we will advise you as soon as possible, either offering an alternative property or a full refund. This doesn't apply to minor changes or events during your stay with us resulting from unforeseeable circumstances beyond our control.

Should a guest or a member of your party behave in a manner that causes or is likely to cause upset, distress or danger to our or a guests property we are entitled without any prior notice to curtail the stay and request that the person or persons concerned leave the hotel immediately and no refunds or return travel arrangements will be made nor will we pay any costs or expenses incurred as a result of this.

### Additional Requests

All additional or special requests are subject to our availability. These should be made prior to your arrival at the Dog

## — USEFUL INFORMATION —

**Ironing boards:** We have a number of irons and ironing boards available for you to use. Please let us know and will bring one to your room.

**Newspapers and General Store:** There is a newsagent and general store situated in chelford, please ask a member of staff for directions.

**Dogs:** are allowed only in certain rooms on the ground floor, and in certain areas in the pub. Please check with a member of staff.

**Smoking:** We would be grateful if you could enjoy the fresh air whilst smoking.

**Wi-Fi:** Is available throughout The Dog. A member of staff will explain to you on how to access it.

**Mail and Messages:** Please let us know if you are expecting mail. A member of staff will contact you should messages or mail be left for you.

**Young guests:** Children under 16 are welcome to dine until 9 pm. For the enjoyment of other guests we ask that they are supervised at all times.

**Things to do:** Apart from enjoying the relaxing atmosphere of The Dog, there are plenty of things to in Cheshire. If unsure of what would be best to fulfil your stay with us, please let a member of staff know and we would be happy to help.