

## **Staying With Us**

Our team will happily help and answer queries. If you need additional information or have a special request, email [contact@thecastleinnharrogate.com](mailto:contact@thecastleinnharrogate.com) or call us on 01937 590200.

And please:

- stay at home if you feel at all unwell
- regularly wash your hands
- keep a 2 meter distance between you and our team members or people from outside your social 'bubble'
- remember to wear a mask in and around our site unless you have sat down at a table to eat or drink

## **Location & Parking**

The Castle Inn can be found on the A661 at the centre of the pretty village of Spofforth. We are a 15 minute drive from the centre of Harrogate and 3 miles from Wetherby and the A1. Post code HG3 1BQ.

During peak trading times such as Friday lunchtimes, Friday evenings, Saturday evenings and Sunday afternoons, our car park is very busy. If staying with us, we recommend arriving earlier or later than our most popular dining sessions.

## **Bedroom Access & Design**

Our guests need to use a staircase to reach eight of our en suite bedrooms. Alnwick is located on the ground floor and has space to manoeuvre a wheelchair. We will happily help if you need assistance with luggage. Wooden ceiling beams are incorporated into the bedroom designs of Bamburgh, Leeds, York and Skipton and this does restrict the overall height of the rooms.

## **Enhanced Hygiene Arrangements throughout the building**

Our pub and restaurant are cleaned by a professional cleaning team. Tables, chairs and payment machines (PDQs) are sanitised after use. A number of our team have also been trained as Sanitiser Champions. They are responsible for cleaning surfaces, such as door handles and chairs, that are regularly touched.

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**Room cleaning**

Our 12 en suite bedrooms are deep cleaned and sanitised between stays. In your room you will find a check-in basket containing your sanitised TV remote, iron and hair dryer. Our housekeeping team will clean at the end of every stay. If you require your room to be cleaned mid-stay, please ask and we will agree a specific time for this to be done.

**Check-in**

To give our House Keeper time to thoroughly prepare rooms, check-in is from 3 pm – 9pm (our building will be closed from 10pm). Please call us if you would like to check-in earlier and we will do what we can to help.

**Breakfast**

Cooked breakfasts are served from 8am – 10am.

**Book a table for lunch or dinner**

If you would like to join us for lunch or dinner, please book a table online or ask us to book on your behalf.

**Help with luggage**

If you need help carrying luggage upstairs, please ask a member of our team. They will wash their hands thoroughly before carrying your items.

**Hand Sanitizers**

A Hand Sanitizer is available at our main entrance. But we strongly recommend you bring your own preferred brand of sanitizer to use.

**Payment & check-out**

If you need to leave The Castle before 9 am, please settle your bill the night before and leave your key in your room. After 9 am, please come to our bar to check-out

**Cancellation Policy & Charges**

A credit/debit card is required to secure your reservation. We accept all major credit and debit cards and will ask for full payment at check-out. There will be no cancellation charge if a booking is cancelled no later than 48 hours/2 days before your arrival date. If the booking is cancelled later, or in the case of a 'no-show', the full amount will be charged to your card. Occasionally accidents happen but unfortunately we have to charge guests to replace any bedroom items or furnishings found missing or damaged.

**35 High Street | Spofforth | HG3 1BQ**  
**01937 590200 | [contact@thecastleinnharrogate.com](mailto:contact@thecastleinnharrogate.com)**  
**[www.thecastleinnharrogate.com](http://www.thecastleinnharrogate.com)**