

## FAQs – Punchbowl Woodstock

### Q. Do you have a car park?

A. We do have a small car park which is on a first come basis. We are unable to reserve or guarantee a space at any time. We make no additional charge for parking. Should our car park be full, there is a public car park 100m away behind the Fire Station. There is presently a 12 hour limit at this car park. There is also some short stay on street parking close by.

**Our car park is by permit only. Your permit will be given to you when you arrive and cover the duration of your stay. The permit MUST be displayed prominently. There is an enforceable penalty for vehicles parked without a valid permit on display**

### Q. Do you have EV charging points?

A. Yes – presently we have 2 charging robots which are at additional cost. Please email for present rates. **We are unable to reserve or guarantee availability.** You will need your own cable.

There are 12 public charging bays in the Fire Station car park

### Q. What is your cancellation policy?

A. For our flexible tariff, we have a strictly enforced 7 day cancellation policy. We recommend that you arrange travel insurance to cover you should you need to cancel your reservation. No exceptions to this policy

If you have booked on our Pre Paid tariff, then this rate is non refundable

### Q. Am I able to defer my booking to another date?

A. For our flexible tariff, you may make amendments to your dates up until 7 days before arrival. If less than 7 days then I'm afraid we're unable to defer, amend or cancel your reservation

If you have booked on our Pre Paid tariff, then this rate is non transferrable.

### Q. Can I bring my dog?

A. Yes – we adore dogs. We allow them in our bar and in our guest rooms up to a maximum of 2 dogs per room. There is an additional charge for dogs staying. Dogs **MUST NOT** be left unattended at any time. Dogs must be quiet and well behaved to ensure other guests are not disturbed

### Q. How far is Blenheim Palace?

A. Our inn is the closest to the main gate of Blenheim palace, just 200m away

### Q. I have a bicycle, can I keep it in my room?

A. **NO!** – I'm afraid we do not allow bicycles or other equipment to be taken to your room. We have spent considerable sums refurbishing our property and need to avoid any potential damage to our walls and carpets.

### Q. When can I check in / out?

A. Our current opening times and check in/out information is displayed on our website

**Q. Are any of your rooms suitable for families?**

A. Yes. Most of our rooms are suitable for families, some rooms up to 6 people. Please see the 'sleep' page on our website for comprehensive descriptions of all our room types

**Q. Is there a curfew for hotel guests?**

A. No – on checking in you will be given a radar key to enable access as you please

**Q. Can we book a table in the restaurant?**

A. Yes – please visit our website where you can link directly into our reservation system to check availability and book

**Q. Can I buy essentials locally?**

A. Yes – We stock a good range of travel essentials to purchase here.

We are also conveniently situated right in the heart of Woodstock. We have a CoOp, newsagent, hardware store, Post Office, Pharmacy and many more shops within 200m of our front door

**Q. Is there a late bar service for residents?**

A. No. Our bar and restaurant opening and closing times apply to residents too.

**We do not offer a late bar service to hotel guests.**

**Q. Do you serve breakfast?**

A. Yes – we serve breakfast to our guests every morning. There's an additional cost for breakfast. You must book breakfast when you check in

**Q. Can I just get a coffee in the morning?**

A. No – We are only able to serve our pre booked guests at breakfast time. As this is our priority, we are unable to serve hot beverages to non booked guests during this service. Your room is equipped with all you need to make your own hot drink. There is a fantastic coffee shop just 50m away too

**Q. Do you have a lift?**

A. No – we only have a staircase leading to the first floor

**Q. Do you have ground floor rooms?**

A. Yes – we have 2 rooms at ground floor level. A double room and a family suite

**Q. How can I pay?**

A. we accept Cash, Mastercard & Visa. Unfortunately, we are unable to accept AMEX.

**Q. Are you easy to get to on public transport?**

A. Yes – There is a frequent bus service between Oxford & Chipping Norton. Several routes go via Oxford Parkway train station. Oxford Parkway is roughly 15 minutes, Oxford City Centre is roughly 25 minutes

**Q. How far are you from Oxford London Airport?**

A. We are 2.5 miles away and it takes roughly 6 minutes by car

