

## Frequently Asked Questions

### **What time can I check in?**

The reception opens for check in at 3 pm and closes at 6 pm. Check in after 6 pm may be arranged prior to arrival.

### **What time do I have to check out?**

Check out is by 11 am at the latest. Unfortunately a later check out is not available at this B&B.

### **What time do you serve breakfast?**

Breakfast is served any time between 8 am and 9.30 am. An earlier breakfast can be arranged in most cases, please let us know if you need an earlier breakfast when you arrive. Unfortunately later breakfast is not available due to the kitchen being required by the restaurant team.

### **Is the breakfast self-service buffet style?**

At Brickfields we prefer to serve you a breakfast that has been cooked fresh to order not sat around for a few hours so our breakfast is on a table service basis.

### **Do you cater for special diets?**

Yes we do, we prefer to know in advance if possible as it just helps us to be able to offer the best.

### **Do I have to book the restaurant if I want to dine?**

Yes most of the time we are very busy and booking in advance is strongly recommended although we would try to fit you in if at all possible, tables are not automatically reserved for guests.

### **It says there is a kitchen in the room, does it have cooking facilities?**

No it is a small kitchenette area with fridge, sink, storage cupboards and some useful items for eating bought in snacks and drinks. We cannot accommodate cooking either in the rooms or on the patios due to our registration as a bed and breakfast.

### **Can I bring my dog?**

We have one pet friendly room which is larger than some of the others and suitable for accommodating up to 2 well behaved dogs. Unfortunately our communal areas such as the breakfast/dining room are not pet friendly. Breakfast can be taken on a room service or on the patio in good weather or occasionally in the bar which can welcome small dogs at breakfast time.

### **Do you have any family rooms?**

We are adult only accommodation and we do not accept children under 16 years of age.

### **Is there an accessible room available?**

Yes we have an accessible room suitable for wheelchair users and those with mobility needs. This room is larger than average and has a walk/wheel in wet room with lower sink, integral shower seat and grab rails.

### **Is there onsite parking available?**

Yes there is ample parking close to the rooms.

### **I booked a room for 2 but there may be 3 of us, is that okay?**

Our rooms accommodate a maximum of 2 people only so an additional guest would need to book as a separate room.

### **What if I need to cancel my reservation?**

Our cancellation policy is free cancellation up to 3 days prior to the arrival date. If you have booked directly with us you can contact us to either rearrange or cancel your reservation. If you have booked through an online travel agency such as Booking.com or Expedia etc. you must contact them as we are unable to make any alterations to their reservations.

### **I have travel agent vouchers can I use them to book directly?**

No unfortunately your vouchers can only be used through the travel agency they were purchased from.

### **Where is the nearest village and shops?**

The nearest place is Kirkbymoorside, a small market town with a good range of facilities and shops. It's a 15 to 20 minute walk from Brickfields Farm or a 2 minute drive. There is ample parking both on the cobbled area running up the High Street or the car park which is situated just after the Kings Head Pub.

### **How far are you from the coast?**

Brickfields Farm is 23 miles from Scarborough and 27 miles from Whitby. The drives are pleasant and scenic.

### **How far are you from York?**

Brickfields Farm is 32 miles from York City centre.