

ROOM BOOKING FAQs

Firstly, if you are very busy or the FAQs do not answer the questions being asked when you answer the phone then kindly ask the guest for their full name and contact number, double check it is correct, and let them know that someone will call them back as soon as they can to ensure their questions are answered properly.

Can we book a room?

What date are they looking for?

Check inn style. Try to push them into booking online through our website www.thestandardinnrye.co.uk as it is the safest way to store their details.

Do we have any rooms?

The booking system on our website is live, so if there is availability then it will show up on there.

What is our cancellation policy?

We offer free cancellation up to 72 hours (or 3 days) before arrival day.

I want to change my booking!

First of all find out if they booked direct or via booking.com.

If they booked directly then find their booking on inn style using their full name and date. Have a look to see if the date that want is available. Go ahead and change booking.

If they booked via booking.com then we are unable to change the booking our end, so they will need to contact booking.com directly.

How do we cancel a room?

Ask the customer to cancel via email in writing to info@thestandardinnrye.co.uk with their full name and date of their booking.

Do we allow dogs?

Yes, we allow well behaved dogs at a charge of £25 per stay. We ask that dogs are not left alone in the rooms.

Do take payment for room?

Card details are kept for security purposes only. Your card will not be charged until you stay, if you decide to pay with a different card when you get here, that is fine.

Early checkins / late checkout

Check in is at 3pm, and checkout is at 11am. We cannot offer early check in or late check out.

Is breakfast included?

YES! Breakfast is included in all room rates

Can we store our bags?

No, Unfortunately we do not have the space to store peoples belongings

Which Rooms have baths?

Hythe, New Romney, Dover

Which rooms have showers?

Hythe, Hastings, Sandwich

Resaurant FAQs

Where is everything made?

Here! In the kitchen,

Do we take bookings?

Yes for now and which tables??.

Can I make changes to the menu?

Try to convince customers kindly that menus have been written with tastes, textures and flavours in mind, however, if they would like to take something off of a dish then they are welcome to.

Double check that the note has gone through to the kitchen.