



SUGNALL HALL

FAQ's

Most questions will be answered by our 'Plan your Stay' section, but If you have any other questions please do email felicity@sugnall.co.uk

1. **Can we have an early/late check in/check out?** - This may be possible, however it depends on how soon our last or next booking is. It takes a lot of work to turn over the house, due to its size, and there simply may not be possible. If it is possible, a fee will be payable.
2. **Can we have use the blow up bed in addition to the 28 bed space?** - The blow up may only be used if the total number of guests adds up to 28 or under. We can not accommodate overnight guests over 28 people for insurance reasons. You may have as many guests as you like during the day.
3. **Can we visit the Walled garden even if it is closed?** - You may, just ask us for the combination. However please be aware that there is no staff there, and the cafe is closed for the foreseeable future. There may well be volunteers there working on the garden, but they can not be expected to supervise you, but they may well like to talk to you about it. Please respect the garden and keep all dogs on leads.
4. **Can I put a marquee on the lawn?** - Yes you may rent yourself a marquee and we can recommend a good local company. It can be put up the day before your visit and taken down up to a day afterwards.
5. **Does the Aga work?** - Yes and no. Its a very old Aga, sometimes it like to work, sometimes it's not more than a glorified radiator. Do not count on the Aga being warm enough to cook, but it certainly can be used as a warming oven. The SMEG range cooker does have 2 ovens and a grill, as well as 5 hobs.
6. **How far in advance can we book?** - We take bookings up to 2 years in advance.
7. **Can I bring my dog?** - Yes, you can bring up to 3 dogs, but please keep them on the ground floor, and they must not go in the hot tub. And damage caused by dogs will come out of your security deposit. For other pets please contact us to ask.
8. **Can we have a Christmas tree?** - Of course, just ask and we can organise one for you. There will be a charge to cover the cost of the tree and decorations.
9. **Can I have post delivered?** - Yes as long as it is delivered while you are there. We can not forward on any mail.
10. **Can we have a band/ karaoke/ DJ?** - Yes, just as long as the volume is kept down, and over by 11pm at the latest, as to not disturb the local residents. Please do let us know well in advance, as you may need a temporary events notice.