

# Frequently Asked Questions

We get asked a lot of questions and so we've put the answers to some of them all in one place for you!

## **What time do you open/close?**

We open at 11:30am everyday (except on Mondays when we are closed). At what time we close depends on the time of year and level of trade, but the general rule of thumb is we close around 10pm Sun-Tues and 11pm Thurs - Sat. In the depths of Winter, it can be as early as 9pm mid-week.

## **Are you open every day?**

Yes, except for Mondays we are generally open all day everyday with the exception of Christmas Day when we open for drinks only 12pm-2pm. We normally open on Bank Holiday Mondays. If we are going to be unusually closed then we advertise this fact on our >>[Facebook page](#)<< and our website.

## **Do you serve food every day?**

Yes, except for Mondays. Our food service times are 12-2:30pm and 6-8:30pm every day apart from Christmas Day when we open 12-2pm for drinks only. If for any reason we can't, then we will advertise this fact on our >>[Facebook page](#)<< and our website.

## **Do you take bookings?**

No, I'm afraid we don't take bookings, except for New Years Eve when it's bookings only. We are a typical country pub, and operate on a first come first served basis. If we are exceptionally busy then we operate a table queue, so please come to the bar first if you are wanting to eat and we can add you to the list. We will then tell you when we have a table for you. **...What about large groups?** Due to the small size of the pub, we don't take bookings for large groups either and can't guarantee you will be able to sit together. We do however appreciate advance warning of large groups arriving so we can be prepared.

## **Do you have any gluten-free/vegetarian/dairy free dishes?**

Yes, we always have a good selection of dishes available to cater for special diets and we encourage you to review our allergy material to make an informed decision about your meal.

## **Are dogs welcome?**

Yes, dogs are more than welcome provided that they are quiet and well behaved. Please keep them under close control and on a short lead - preferably under your table so they do not cause a trip hazard or disturb other diners or customers who may have a fear of dogs. We will not tolerate dogs being allowed on the furniture.

## **Are children welcome?**

Yes, children are more than welcome up until 9pm, but bear in mind it is illegal for children to be at the bar so please persuade them to remain at your table and under close supervision so they do not disturb other customers or cause an accident - we know this is easier said than done. We have a very small team and we are not here to look after your children. Please ensure they are seated with a responsible adult and not on their own at separate tables.

### **Do you take credit/debit cards? Can I get cash back?**

Yes we do but it's always worth making sure you have enough cash just in case the card machine is out of action or we've had a power cut, as the nearest cash machine is six miles away in Hawes. We have a minimum card transaction policy of £10. We do have a cash back facility for up to £50.

I'm afraid we **don't** take American Express.

### **Do you have a beer garden/outdoor seating area?**

We have a cobbled terrace area to the front of the pub with seating, which gets the sun pretty much all day in the Summer months (when we have good weather). Please note that if you require a tab for an outside table we will ask you to leave your card behind the bar in exchange for a coloured 'card'. Your card will be returned when you come to pay.

### **Is there a public telephone box?**

There is a traditional red telephone box almost opposite the pub, under a tree so it's often slightly hidden from view in Summer. It still takes coins not cards.

...**Mobile phone signal?** There is no mobile telephone signal in the village; the best network for the Upper Dales areas is EE.

### **Do you have Wi-Fi in the pub?**

No I'm afraid we don't. We do not offer Wi-Fi service in the pub because we feel it detracts from the traditional pub atmosphere.

### **Are there any taxis?**

Unfortunately due to our relatively remote location, there are a limited number of local taxi firms and prices could be considered high because of the distance of travel.

Here are a few potential contacts:

Harkers Buses (Reeth, Swaledale) - Tel. 01748 884533

Country Private Hire (Wensleydale) - Tel. 01969 667096

Ellis Taxi (Hawes, Wensleydale) – Tel. 01969 667532

Mobile. 07877797831 (not always in signal)

James Peacock (Bainbridge, Wensleydale) – Tel. 01969 650212 or 01969 650465

Redmire Private Hire (Wensleydale) - Tel. 01969 625635

Peter Ellerton (Arkengarthdale) - Tel. 01748 884775

### **What are the roads like?**

This is a question we get a lot in winter as we can get more snow and ice than lower areas. Generally in winter, unless it's persistent heavy snow and high winds, **the main B6270 through Swaledale is generally kept well gritted and clear**. The roads over the tops such as the Buttertubs Pass from Hawes are to be avoided if snow or freezing temperatures are forecast.