

Terms & Conditions

By making a reservation, you agree with our Terms, Conditions and Cancellation policy.

Please note that tables can be reserved up until 15 minutes before the start of service. You are always welcome to "walk-in" and take your chances; however, reservations will always be prioritised. We always recommend booking in advance to avoid disappointment.

Online bookings can be made for groups of up to 8 people. For parties larger than 8 guests, please email reservations@coachhorses.co.uk

We accept payments by card and cash.

Please ensure you book a Dog-Friendly dining table if you plan to bring your dog with you, as not all our Tables are Dog Friendly.

Make ensure your contact number and email are up to date. You will receive a confirmation email immediately after making a booking; please get in touch with us if you haven't received your confirmation or any details are incorrect. (We advise you to check your spam/junk folder)

Restaurant Booking Amendment & Cancellation Policy

If you wish to cancel or amend your reservation, you can do so up to 6 hours before your booking time by emailing or calling us directly.

Please ensure that you arrive on time for your reservation.

Advise us if you are running later than **15 minutes**. Your table will be released if we have not been contacted. Cancellation charges will apply.

We require card details to confirm all reservations. **No charges are being made in advance**. Your card will only be charged if the cancellation terms are not met. Not Showing up for the reservation or cancelling less than 6 hours before the booking time will result in cancellation charges of £20.00 per person, which are non-refundable & non-transferable.

Unfortunately, we cannot hold unconfirmed reservations, which will get cancelled automatically after 72 hours if not confirmed.

Hotel Booking Amendment & Cancellation Policy

Should you need to cancel your reservation, please do so three days prior to your arrival to avoid a cancellation charge equivalent to the full value of the first night of your scheduled stay.

If you have made a reservation on an Advance Purchase basis, please note that the reservation is non-refundable. However, we will permit one date change providing this is processed at least 72 hours prior to your scheduled arrival Should you wish to do this, you must contact our Reservations Team directly. Furthermore, please note that if the rate of the newly chosen date is higher than what was booked originally, you will need to pay the difference, but if the rate for the newly chosen date is lower than what you originally booked, the difference will not be refunded. Furthermore, if your individual reservation has been made as part of a group reservation, a different cancellation policy may apply. Please note that bookings made online must be cancelled via the same channel.