



Frequently asked Questions

What time is check in?

Guests are able to check into their rooms from 14:00pm on the day of their scheduled arrival, check out is as 10:30am on the day of your departure. Please note that complimentary late check out is only available for guests who book with us directly.

What are your Pet restrictions/ policy?

Our dog friendly rooms have been designed with your best friend in mind, please note that a flat fee of £25 will be added to any booking with dogs. Please contact us at the point of booking if you have any further questions or queries.

Who do I notify about my allergies?

Please notify us at the point of booking if you have any specific dietary requirements or allergies, we should be made aware of. Our chefs will be able to provide a creative alternative to accommodate for most allergens.

Do you have accessible rooms and wheelchair access?

Unfortunately, due to the nature of our period property we do not have accessible rooms or wheelchair access at Victorian House. Whilst we do not have wheelchair accessible rooms, we do have rooms located on the ground floor, please note there are two steps at the entrance of Victorian House. Please just contact us directly if you have any questions regarding this.

Is Victorian House Child Friendly?

Yes, we want Victorian House to be your home away from home and that's why we have tailored our facilities especially to accommodate families and children of all ages. Facilities vary depending on room type so if you have any questions please contact us at the point of booking.

Where shall I park?

We have on-site parking in front of the hotel which is free of charge for all of our guests, please note we do not allow horseboxes or large heavy-duty vehicles.

Can I smoke in the hotel?

Smoking is not permitted at Victorian House, please note that a smoking charge of £200 will be applied for any guests who break our strict non-smoking policy.

How do I find you?

Victorian House is located in the heart of Grasmere, you can download a PDF with step by step directions on our 'contact us' page.

Is there a hair dryer in the room?

Yes, all of our rooms are equipped with a hair dryer.

Do you have a lift?

Due to the nature of our period building we do not have a lift. We are happy to allocate rooms on the lower levels of the property where possible so please just contact us to arrange this at the point of booking and we will do our best to accommodate for your needs.

Do you have an ironing board & iron?

Yes, ironing boards and irons can be provided at your request.

Can I order room service?

Room service can be provided for any of our Garden Room menu including light bites, cocktails, wines and beer.

Can I pay with cash?

We have taken the step to be a cashless business meaning we do not take cash payments and do not hold any cash on site. If you wish to pay by cash we will need to be notified in advance and payment must be made exact as we do not have the facility to give change.

What is the cancellation policy?

Most direct reservations can be cancelled up to 72 hours prior to arrival, you will have your deposit refunded at time of cancellation. Cancellations after this time will mean the full booking amount will be charged to your credit/debit card. Please ensure you check these details and your cancellation policy if you have booked by an online travel agent such as Booking.com or Expedia.

Credit card details/ payments- when will my card be charged?

We require the first night's stay as a deposit, full payment will then be taken on arrival at Victorian House.

Do you have a restaurant?

At Victorian House we do not have a restaurant on site, however we do have our Garden Room menu which includes a delicious selection of light bites, cocktails, wines and beer. You can browse this menu on our Food & Drink page.