GRANTLEY ARMS

# Terms & Conditions

LAST UPDATED: 16.06.2026

Welcome to the Grantley Arms. These Terms & Conditions outline the terms under which we provide our services. By making a reservation, visiting our premises, or using our services, you agree to comply with these Terms. They are designed to ensure clarity, fairness, and compliance with UK law.

## 1. WHO WE ARE

Grantley Arms is a public house and restaurant located in the village of Grantley, near Ripon in North Yorkshire. We are operated by Grantley Hall Group Limited, a company registered in England and Wales under number 09677280.

Registered office: Grantley Hall, Grantley, Ripon, North Yorkshire, HG4 3ET.

## 2. HOW TO CONTACT US

We welcome all enquiries and are happy to help.

Telephone: 01765 699946
Email: hello@grantleyarms.co.uk
Website: www.grantleyarms.co.uk

## 3. BOOKINGS & DINING

- You may book a table through our website or via SevenRooms.
- All bookings are subject to availability and confirmation.
- Please arrive on time. We reserve the right to release your table if you are more than 15 minutes late without prior notice.
- Bookings will require a valid debit or credit card to secure the reservation.

### Cancellations:

- Card details will be required to secure your reservation, please note we require 48 hours notice of any booking cancellations. Within 48 hours you will be charged a £20 per person fee. Please note that any unattended reservations will be subject to a £50 per person fee.
- For parties of eight or more a £35 per person deposit will be taken upon booking which will be deducted from your final bill. If cancelled or numbers reduced within seven days of the reservation date the deposit will be charged as a cancellation fee for the number of guests who are no longer attending.
- We reserve the right to cancel or amend any reservation where necessary, including where fraudulent, abusive, or suspicious activity is identified.

## 4. SERVICE CHARGE

- A discretionary service charge of 10% is added to all food and drink bills in the restaurant and bar.
- This service charge is shared among the full Grantley Arms team, including front-of-house, kitchen, and support staff.
- Should you wish for the service charge to be removed, please speak to a member of the team.

## 5. ALLERGIES & DIETARY REQUIREMENTS

- We are happy to accommodate allergies and dietary needs. Please inform us of any requirements when booking or notify your server on arrival.
- While we take every reasonable precaution, we cannot guarantee an allergen-free environment due to the nature of our kitchen.
- Guests with severe allergies are advised to exercise their own judgement when dining with us.

## 6. FAMILIES & DOGS

- Children are welcome at the Grantley Arms and must be supervised at all times. Highchairs are available on request.
- Dogs are warmly welcomed throughout the premises, including dining areas, provided they are well-behaved, under control, and do not disturb other guests. Owners remain fully responsible and legally liable for the behaviour and actions of their dogs at all times while on the premises. Aggressive or disruptive animals may be asked to leave for the comfort of other guests. Water bowls and treats are available on request.

## 7. GUEST CONDUCT

- All guests are expected to conduct themselves in a respectful and appropriate manner towards staff, other guests, and the property at all times.
- Grantley Arms reserves the right, at its sole discretion, to refuse entry, refuse service, or require any individual to leave the premises without refund where their behaviour is considered disruptive, abusive, offensive, unlawful, or poses a risk to health, safety, or the enjoyment of others.
- In such cases, the Grantley Arms accepts no liability for any loss, costs, or damages incurred as a result of the removal or refusal of service.

## 8. SMOKING & VAPING

- In line with the Health Act 2006, smoking and vaping are strictly prohibited indoors, including all dining rooms, toilets, corridors, and the bar area.
- Designated outdoor smoking areas are available.
- Guests found in breach of the Health Act 2006 may be required to vacate the property.

## 9. ACCIDENTS & INCIDENTS

- Any accident, injury, or health and safety concern must be reported to a member of staff immediately, and no later than within 24 hours of the incident.
- This ensures we meet our legal obligations under UK health and safety law and allows us to take appropriate follow-up action.

## 10. PARKING

- On-site parking is available for guests.
- All vehicles and personal belongings are left entirely at the owner's risk.
- Grantley Arms accepts no liability for loss, damage, or theft, unless directly caused by our proven negligence.

## 11. DAMAGE & LOSS

- Guests are responsible for any damage to the premises, property, furnishings, or equipment caused by themselves, their children, or their pets, whether intentional or accidental.
- Grantley Arms accepts no responsibility for loss or damage to personal belongings, unless resulting from our negligence.
- Nothing in these Terms limits our liability for death or personal injury caused by our negligence, or for fraud or fraudulent misrepresentation.

## 12. GIFT VOUCHERS

- Gift vouchers may be redeemed in full or part against food and drink at the Grantley Arms.
- Vouchers are non-refundable and may not be exchanged for cash.
- Lost or stolen vouchers can be cancelled if unused, but any amount already redeemed cannot be refunded.
- Vouchers are valid for 12 months from the date of issue, unless otherwise stated.

## 13. INTELLECTUAL PROPERTY

- All logos, branding, images, and content relating to the Grantley Arms and Grantley Hall are the property of Grantley Hall Group Limited and are protected under UK intellectual property law.
- Use of any such materials, including for marketing or personal promotion, is strictly prohibited without prior written consent.

## 14. FORCE MAJEURE

We are not liable for any failure or delay in performing our obligations due to events outside our reasonable control, including but not limited to:

- Severe weather, natural disaster, flood, fire, or explosion
- Pandemic, epidemic, or public health emergency
- Power failure, internet outage, or utility disruption
- Acts of terrorism, civil unrest, or government regulation
- Labour disputes or mechanical breakdown

In such cases, we reserve the right to cancel or reschedule services without compensation.

## 15. CCTV & DATA PROTECTION

- CCTV operates in public areas of the Grantley Arms for the safety of our guests, staff, and premises.
- We comply fully with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 in handling any personal information.
- Bookings made through SevenRooms are subject to SevenrRoom's own privacy policy and data handling practices. SevenRooms acts as a data controller for the personal information you provide at the time of booking. Once reservation details are shared with the Grantley Arms, we process that information in accordance with our own Privacy Policy and in compliance with the UK GDPR. You can view SevenRoom's Privacy Policy at: https://sevenrooms.com/privacy-policy/
- Please see our Privacy Policy on our website for more information.

## 16. CHANGES TO THIS TERMS

- The Grantley Arms reserves the right to update or amend these Terms & Conditions at any time.
- The most recent version will always be available on our website and becomes effective immediately upon publication.

Thank you for choosing the Grantley Arms. We appreciate your understanding and cooperation, and we look forward to welcoming you.