

FREQUENTLY ASKED QUESTIONS

DOGS

Do you allow dogs in your brewpubs?

Yes, we welcome well behaved dogs in our bar area. Please note dogs must be kept on a lead and must not be allowed on the furniture.

GIFT CARDS OR GIFT VOUCHERS

Where do I enter the gift card/voucher details on booking?

Please enter all your gift card/voucher details including the expiry date in the customer requests section.

Why am I being asked for a pre-authorisation to confirm my booking?

We request a pre-authorisation deposit for all our experience bookings, just to ensure everyone attends on the date and time they are booked in for.

No payment will be taken unless you do not attend (without notice).

Full payment will be taken on the day

(this can be made with a B&K gift card, gift voucher, cash or card).

I'd like to book for a Craft Beer and Burger for 2

We can run the craft beer and burger package on any lunch and dinner session. Please book on either lunch or dinner and enter all your gift card or gift voucher details including the expiry date in the customer requests section.

How do I register my B&K gift card?

Please follow the link <https://shop.brewhouseandkitchen.com/register>

VEGETARIAN / VEGAN / NGCI MENUS

Do you cater for vegans and vegetarians on your experiences?

Yes. We cater for vegans and vegetarians in all our experiences and packages.

Menus can be provided on request.

Do you cater for gluten intolerant guests?

Yes, we have a NGCI menu which can be provided on request.



**BREWHOUSE
&
KITCHEN**