

LUXURY STAYS | WEDDINGS AND EVENTS | BAR & KITCHEN

Frequently Asked Questions



Luxury Stays

How can I book to stay at West Farm?

All bookings for our apartments and the farmhouse are managed through Airbnb. Please follow the link below to book your stay with us: <https://www.airbnb.co.uk/users/show/410275874>. If you have any questions or problems with this system, feel free to email us at stay@westfarmsoutherndown.com.

Can I bring my dog on my stay at West Farm?

Of course, we welcome dogs at West Farm! Please just ensure that they are well behaved as any damage made by your dog will need to be covered by yourself. We simply ask for £10 a night in our apartments and £20 a night in the Farmhouse. This fee will cover the extra cleaning that will be required to ensure the next guest has a clean and allergy-free stay.

Is West Farm a hotel?

We are not a hotel, we offer three independent self catering units which can be taken individually or as a whole for a larger group. We have two apartments and one Farmhouse. We do not have a reception and there will not be staff on site 24/7. However, our whole team is local and we will be nearby if any problems arise. There will also be staff in the Cafe and Bar for most of the daytime that will be able to give you help and guidance on the area should you need it.

Can adults fit in the bunk room beds?

Although the space is intended for children, adults can fit in the bunk room beds, no problem. They are all full sized single beds.

What happens if there is another lockdown?

Our flexible booking plans allow for all guests to select another date to stay if there happens to be another lockdown that will affect your stay.

Will the bar or cafe be open to the public during our stay?

Both the bar and cafe will be open in line with seasonal opening hours. The staff will be on hand to assist with anything guests may need. Please visit our website for more details.

Is there wheelchair access to all the apartments?

Our Farmhouse has a ground floor bedroom, with full access to the communal areas and the downstairs bathroom. We can also offer a ramp to access the en-suite. Our house is over 150 years old and has certain access restrictions, therefore unfortunately we cannot offer wheelchair access to the apartments.

Will I be sharing spaces with other guests?

All of our units offer private living spaces, bathrooms and kitchens. The Farmhouse offers exclusive access to the pergola and courtyard to the front of the building. Our Nash terrace is also exclusively saved for those staying in the Nash apartment. All other areas are communal and for the benefit of all guests staying in accommodation only.

Weddings

What is the booking process for viewings?

We know how important it is to get the perfect venue for your wedding. Therefore, we allow you to provisionally book your wedding date by paying a deposit of £1000 which is fully refundable until you've come for a look around. After your visit, you have 7 days to decide. To arrange a viewing, please email info@westfarmsoutherndown.com.

What happens after my viewing?

A member of an events team will be in touch with you to start planning out the day as soon as you confirm the booking. We will set up an initial meeting to create a timeline and start bringing together each element of your wedding.

Can we hire the venue without accommodation?

Our wedding packages all include exclusive access to the premises during your stay. We believe that in order to achieve the best possible wedding experience, you need complete peace and tranquillity. For that reason, we do not run packages without the accommodation to ensure that you have exclusive access to the grounds during your stay.

Our guests don't want to stay, we just need one apartment. Is that possible?

Our wedding packages at West Farm all include exclusive access to the premises during your stay. We want your day to be special without interference from other guests, it is not possible to only hire part of the accommodation.

Is it possible to have more than 100 guests in the evening?

Yes! We allow up to 120 guests in the evening - covid permitting.

Can we invite guests who are not staying in the accommodation to join us the day before / after?

Please invite any guests that you wish to celebrate with you on either side of your wedding day. We will also be happy to assist with any requests you may have to make those days extra special.

Will the cafe / bar be open to the public during the wedding?

The cafe is likely to be open to the public during the morning of your wedding (meaning you order yourself a coffee or breakfast in bed) but we will ensure to close the communal areas at least 2 hours ahead of your ceremony starting.

Will there be someone around to help me on my wedding day?

Our events team will be on hand to help you in the run up to your wedding, on the day, and after your wedding. We can also recommend some great local wedding planners!

Events & Weddings

Is catering included?

Our packages do not include catering but we work with the best local suppliers and can help you find the perfect catering partner for your event. Please contact us by emailing info@westfarmsoutherndown.com to discuss.

What happens if there is another lockdown?

Our flexible booking plans allow for all guests to select another date to stay if there happens to be another lockdown that will affect your stay.

Can we bring our own drinks - alcoholic and non-alcoholic?

Unfortunately, we cannot allow you to bring your own drinks. Only items purchased on site can be consumed on site. We work with local independent merchants and breweries so we can tailor a drinks package to suit your personal taste.

What time is the Bar open until?

Our Bar will stay open until 12am.

What time can we have music on until?

We can allow music to stay on until 12am.

Can I hire a band / DJ?

There is a small space for the band / DJ of your choice. Our team will be on hand for any help you may need during setup. We also have a host of local bands and DJs that we can recommend if you need.

How can my guests who aren't staying at West Farm plan to get home?

We have handy links with local taxi companies. We are happy to organise shuttle services for your guests to get back to local hot spots to make getting home that much easier.

Is there wheelchair access?

As our house is over 150 years old, it comes with certain accessibility restrictions. Therefore, we cannot offer unlimited wheelchair access. The Great Hall itself is accessible, with the toilet accessible via the outside area.

Bar & Kitchen

Can I book a table for the Bar and Kitchen?

We work on a walk-ins only basis in West Farm because we encourage walkers, cyclists, and those just looking for a coffee to pop in for a coffee and a sandwich. We have plenty of seating for everyone, but if you're worried about it being too busy just send us a message on social media, or give us a call.

Are the Bar and Kitchen dog friendly?

YES! We love dogs so bring your furry friends along. We just ask that their paws are as clean as possible and that they are well behaved.

Do you do takeaway / picnics?

We are happy to offer takeaway for all of our coffee shop items. But please look after the beautiful coastline and dispose of your rubbish properly (or pop it back up to us after you're done and we will!).

What time is the Bar open until?

Our Bar is open: Mon - Thurs: 3pm
Fri - Sat: Sundown.

Do you offer vegan / vegetarian options?

Yes we do! Details of our menu are available on our website.

I am dairy / gluten free - can you accommodate for this?

We take your allergies seriously. We offer dairy free and gluten free options in our menu. Please let us know if you have any dietary requirements and we will be happy to accommodate those.

Is there wheelchair access?

Yes! There is wheelchair access to the coffee shop, bar and toilets.