



FAQs

How May We Help You?

Are you able to cater for special requests?

We will always try our best to accommodate special requests made by our customers. If you would like our chefs to cook any dishes to order, please ask your server and we will do our best to cater for you. Please appreciate that we do get very busy at times, so this may not always be possible. The Manager will try to accommodate any reasonable request made by a late-comer 30 minutes prior to closing, if staff is available. If you are celebrating a birthday or any other occasion and wish to bring your own cake, simply give us a ring and let the restaurant manager know. Alternatively, you can leave a note on our reservation system if you are booking online.

Do you offer anything special for birthdays?

If you inform your local restaurant of a birthday booking with plenty of notice, we are usually able to arrange for a special treat. We are also happy to discuss birthday bookings for larger parties, according to requirements. Alternatively, please advise our Management team that you will be bringing your own cake and they will surely surprise the birthday boy/girl on the day.

Do you offer discounts to large groups?

Ferry Inn Horning does not currently offer bulk discounts for groups, but we do run special promotional campaigns from time to time. Please see individual Restaurant 'Offers & Events' section to stay up-to-date with our latest deals.

What If I am allergic to certain ingredients or have food intolerance?

If you have a food allergy, then please ask a member of staff to provide you with more information. Unfortunately, due to the nature of our restaurant, we cannot guarantee that allergens are not present in any dish.

Why are certain dishes available at dinner but not at lunch?

Having carried out a thorough market research, the results indicated that majority of our customers' preferred a 'quick snack' option during their lunch break. Therefore, it was decided to only offer an extended menu in the evening, including the Starters, Pub Classics, Steak & Chops, Pastas & Pizzas, Sea Food, From Around the World, Burgers & Hotdogs, Salads & Sides, Carvery and Daily Specials. If there is a particular dish you'd like to enquire about, please contact the restaurant directly.

Is the food in the restaurant Halal?

Unfortunately our food has not been halal certified. However, some of our chefs do source halal meat, so please speak to the Manager on the day of your visit who will be able to advise you further.

Can I make a reservation via telephone?

Yes of course. Please be aware that our telephone lines do get very busy at times and we cannot guarantee that you will be able to reach us immediately. You can also book on-line via our website, please visit www.horningferry.co.uk

Can you warm up milk for my baby/child?

Unfortunately, we are unable to heat up baby food or milk bottles. Your safety is our priority and we wouldn't want to harm you or your child in anyway as we cannot guarantee the right temperature for baby food or milk.

However, if required, we can bring you a bowl of hot water to your table so that you can heat up your baby food or milk bottles yourself.

Something wasn't quite right, who can I speak to?

We're sorry to hear that. Please do let us know if anything wasn't quite right and we will do our best to sort it out. In the first instance, you should speak to the restaurant Manager. If you feel you haven't been heard, feel free to contact us via our Feedback form which is located at the bottom of the page or via our website on www.horningferry.co.uk

Where is The Ferry Inn Horning HQ?

Our Head Office is located at Ferry Inn, Ferry Road, Horning, NR12 8PS, Tel: 01692 630259.

How does The Ferry Inn Horning operate?

The Ferry Inn Horning is an independent business. For the contact details of individuals or companies, please contact the HQ in the first instance.

How long is my table held for?

If you have reserved a table at our restaurant, we will hold your table for up to 15 minutes before you arrive. Unfortunately, we are unable to hold a table for any longer, as we do get extremely busy at times and it would be unfair on other customers. We will try our best to accommodate you and provide an alternative table as soon as we can, but please understand that this may not always be easy. If you or your guests are running late, please inform the Manager on duty so that alternative arrangements can be made to accommodate your guests as soon as they arrive.

How do I pay the deposit for my reservation?

Please be aware that we no longer accept cash deposits for bookings. If you'd like to book for 11 guests or more, please visit our website and secure your booking with a credit/debit card. Your card will not be charged unless you fail to cancel your booking or to inform the restaurant of the reduced number of attendees 24 hours prior to the reservation. If this situation occurs, we reserve the right to charge your card £5 per person for 'no show'. If you are booking over the phone for groups of 11 or more, you will be asked to provide credit/debit card details; without those details we will not be able to secure your reservation.

Is there a time limit for each sitting?

Your booking ensures that a table will be available to you for a maximum of 1 hour and 45 minutes during our busy times.

Is there a limit to the amount of food I can eat from the Carvery?

Yes, You can go to the carvery only once (1 serving). However we provide 3 different sizes of plates for the carvery (Kids Carvery, Adults Carvery & Large Carvery). Please ask the Manager in duty for more information and prices.

I am an Adult, can I have Kids Carvery or Kids Meals?

No because the Kids Carvery & Meals are only for kids up to 10 years old. Sometimes under different circumstances we can do it for you. Please speak to the Manager on duty if you require small portions.

Are there vegetarian dishes available?

Yes, our restaurant has plenty of options for vegetarians and other dietary requirements. Our chefs are also happy to cook you a bespoke dish according to your specific needs.

My child is a fussy eater; will there be something they will enjoy?

Yes we have fantastic Kids Menu including a toy, Lollipop and Balloon for your child. Also chefs are more than happy to cook specific dishes according to most requirements.

My kid doesn't eat much, do I still have to pay full price?

There is a small charge for infants under three years old (£2) if your child will be eating with you from the carvery. Kids under 10 years old will be charged half price.

Do you provide highchairs?

Yes, our restaurant can supply highchairs, just inform the manager when you arrive or alternatively, leave a message in the 'notes' section when booking online.

How can I apply for a job in The Ferry Inn Horning?

Please send your CV to ferryinn.horning@ferryinn-restaurant.co.uk

Refund Policy?

The £5 per person deposit is only refundable if the booking is cancelled at least 48 hours prior to the booking date. Please speak to the General Manager of the restaurant in which the booking was made for any cancellations or refunds.

Do your restaurants have disabled access?

Yes, our restaurant has disabled access. For specific information, please call beforehand; the contact details are available on our website.

Can children dine on their own in your restaurant?

Children under the age of 16 must be accompanied by an adult (aged 18 and above) when dining at The Ferry Inn Horning in accordance with the Alcohol Licensing Act 2003.