

FAQs Template

General Questions:

- What time is check-in / check-out?
 - Guaranteed Check In 3:00 PM
 - Check Out 12:00 PM
- Are there any booking fees?
 - No booking fees when booking direct through www.sbhotels.com or hotel
- What is your cancellation policy for room reservations?
 - 48 hours prior to arrival Jan – May
 - 72 hours prior to arrival June - August
- Is there Wi-Fi access?
 - Yes, there is complimentary WiFi throughout the property
- What is the pet policy?
 - Unless you are traveling with a service pet, we are unable to accept pets
- Is there a non-smoking policy?
 - No smoking rooms

Rooms:

- Are there any guest rooms that are ADA accessible?
 - Yes, we can offer ADA accommodations
- Do all guest rooms include microwaves and refrigerators?
 - No. However we can provide microwaves upon request
- Are any of the guest rooms oceanfront?
 - No
- Do all rooms include patios and balconies?
 - No
- Do you offer any extended stay options?
 - Yes, we offer suites and town houses that feature perfect amenities for extended stays: kitchen, living room, dining room, one or two bedrooms
- Are cribs or rollaway beds available?
 - Yes, we can offer Pak 'n Plays and futon sleeping mats.

Dining:

- Do you offer complimentary breakfast?
 - No. However there is an wonderful café on site
- What are the closest dining options?
 - A variety of dining options within a 5 minutes drive
- Is room service offered?
 - Yes

Transportation:

- Is there a shuttle service offered?
 - Yes
- Is there a transfer service to/from the airport?
 - Yes. In addition to airport service, we offer complimentary shuttle service to/from the Amtrak Station

Guest Services:

- Do you offer any laundry services?
 - Yes, dry cleaning service available
- Are there any babysitting services?
 - No
- Is there any concierge services?
 - No
- Are there any swimming pools or fitness facilities?
 - Yes, the hotel features a pool whirlpool and fitness room