

# FAQs Template

## General Questions:

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

## Rooms:

- Are there any guest rooms that are ADA accessible?
  - Yes, we can accommodate ADA requests
- Do all guest rooms include microwaves and refrigerators?
  - Yes
- Are any of the guest rooms oceanfront?
  - No
- Do all rooms include patios and balconies?
  - Yes
- Do you offer any extended stay options?
  - No
- Are cribs or rollaway beds available?
  - Yes, we can offer a Pak 'n Play and futon sleeping mats

## Dining:

- Do you offer complimentary breakfast?
  - No. There is a restaurant on property
- What are the closest dining options?
  - There are a variety of dining options within a 5 block radius
- 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 the airport, we offer complimentary shuttle service to/from the Amtrak Station as well.

Guest Services:

- Do you offer any laundry services?
  - Yes, dry cleaning service is available
- Are there any babysitting services?
  - No
- Is there any concierge services?
  - No
- Are there any swimming pools or fitness facilities?
  - Yes, we offer 2 pool, 2 whirlpools and a fitness center