

# FAQs Template

## General Questions:

- What time is check-in / check-out?
  - Guaranteed Check In is 3:00PM
  - Check out 11:00 AM
- Are there any booking fees?
  - There are no booking fees when you book direct through [www.sbhotels.com](http://www.sbhotels.com) or the hotel direct
- 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?
  - Complimentary WiFi access is available throughout the property
- What is the pet policy?
  - Unless you are traveling with a service animal, we are unable to welcome 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 requirements
- Do all guest rooms include microwaves and refrigerators?
  - Yes
- Are any of the guest rooms oceanfront?
  - 3 blocks from the waterfront
- Do all rooms include patios and balconies?
  - No
- Do you offer any extended stay options?
  - Yes, we have suites that feature kitchens, dining area, living room and bedroom – perfect and economical for long term stays
- Are cribs or rollaway beds available?
  - Yes, we are happy to provide a Pak n' Play and futon sleeping mats based upon availability.

## Dining:

- Do you offer complimentary breakfast?
  - Yes, we serve a deluxe continental breakfast
  - In addition, we host an afternoon wine & cheese and provide milk and fresh baked cookies in the evening

- What are the closest dining options?
  - There are many dining option within a 5 block radius of the hotel
- Is room service offered?
  - No

Transportation:

- Is there a shuttle service offered?
  - No
- Is there a transfer service to/from the airport?
  - Not provided by the hotel

Guest Services:

- Do you offer any laundry services?
  - No
- Are there any babysitting services?
  - No
- Is there any concierge services?
  - Yes
- Are there any swimming pools or fitness facilities?
  - Yes, swimming pool, whirlpool and fitness room