

A. GrandStay Premier (Luxury Brand) FAQ

Document ID: GSH-FAQ-001

Brand: GrandStay Premier

Last Updated: March 10, 2024

COMMON QUESTIONS:

1. What is included in the Premier Experience?

- 24-hour concierge service
- Evening turndown service
- Premium toiletries (Bulgari or equivalent)
- Complimentary pressing of 2 garments per stay
- Access to Premier Lounge (where available)

2. Dining Options:

- In-room dining: 24 hours
- Breakfast: 6:30 AM - 10:30 AM in Aurelia Restaurant
- Afternoon tea: 3:00 PM - 5:00 PM in Premier Lounge
- Dinner: 6:00 PM - 11:00 PM

3. Transportation Services:

- Complimentary town car service within 3-mile radius
- Airport transfers: \$65 one-way
- Valet parking included for all guests

B. UrbanStay (Business Hotels) FAQ

Document ID: GSH-FAQ-002

Brand: UrbanStay

Last Updated: March 5, 2024

BUSINESS AMENITIES:

1. Work Facilities:

- 24-hour business center
- Complimentary printing (up to 20 pages/day)
- High-speed Wi-Fi: 100 Mbps download
- Mobile office kits available (\$15/day)

2. Meeting Rooms:

- Hourly rates: \$50-\$150 depending on size

- Full-day packages include AV equipment
- Catering available with 24-hour notice

3. Executive Floor:

- Exclusive check-in/check-out
- Complimentary breakfast (6:00-9:30 AM)
- Evening reception (5:00-7:00 PM)

C. ResortStay (Vacation Properties) FAQ

Document ID: GSH-FAQ-003

Brand: ResortStay

Last Updated: February 28, 2024

RESORT ACTIVITIES:

1. Recreation:

- Pool hours: 7:00 AM - 10:00 PM
- Tennis courts: Reservations required
- Golf: Preferred tee times for guests
- Kids club: 9:00 AM - 5:00 PM (ages 4-12)

2. Dining:

- Multiple restaurants on property
- Poolside service: 11:00 AM - 6:00 PM
- Room service: 7:00 AM - 11:00 PM

3. Spa Services:

- Open 8:00 AM - 8:00 PM daily
- Advance reservations recommended
- 24-hour cancellation required