

Q: How do I make a reservation at your hotel?

A: To make a reservation, simply provide me with your check-in and check-out dates, the number of guests, and any specific room preferences you may have. I'll take care of the rest and confirm your booking.

Q: Can I modify or cancel my reservation?

A: Yes, you can modify or cancel your reservation. Just let me know your reservation details, and I'll assist you with the necessary changes or cancellations.

Q: What amenities does the hotel offer?

A: Our hotel offers a range of amenities including complimentary breakfast, free Wi-Fi, swimming pool, fitness centre, on-site dining options, room service, and more. Feel free to ask for specific amenities you're interested in.

Q: How can I check-in to the hotel?

A: You can check-in at the front desk upon your arrival. Alternatively, if you've provided your details during reservation, we can arrange for a seamless check-in process to expedite your arrival.

Q: Can I request additional services during my stay?

A: Absolutely! Whether you need extra towels, room service, or assistance with local recommendations, just let me know your requests, and I'll ensure they're taken care of promptly.

Q: How can I access my room key?

A: You can use our mobile app to access your digital room key, or you can pick up a physical key card from the front desk during check-in.

Q: What are the check-out procedures?

A: Simply inform us of your check-out time, and return your room key to the front desk. We'll handle the rest, including any outstanding payments or receipts you may need.

Q: Can I extend my stay?

A: Yes, you can extend your stay based on availability. Let me know your desired extension dates, and I'll check our availability and assist you with the extension process.

Q: How can I provide feedback about my stay?

A: We value your feedback! You can provide feedback through our website, email, or directly through this chat. We appreciate any suggestions or comments you have to help us improve our services.