**## Book Room**

User: I want to book a room.

Bot: How many rooms would you like to book?

User: 2 rooms

Bot: What type of room would you want to book – simple room or Deluxe room?

User: simple room

Bot: You have chosen to book simple rooms.

**### Schedule cleaning room**

User: I want to have my room cleaned

Bot: When should I arrange for a cleaning?

User: Could you send someone right now?

Bot: Sure, I will send someone to your room right away.

**## FAQs**

**### Check-in timings –**

User: What are your check-in timings?

Bot: Check-in time starts at 4 PM. Minimum check-in age is 21.

Please contact the reception for early check-in requests.

**### Check-out timings –**

User: What are your check-out timings?

Bot: Check-out time is 11 AM. Please contact the reception for late checkout requests.

**### Cancel Reservation –**

User: How do I cancel a reservation?

Bot: To cancel a reservation, select the “Reservations” link from the homepage.

Bot: On the Reservations page, under the heading ‘View, Change or Cancel a Reservation,’

enter your confirmation number, and either the last name on the reservation or

the last four digits of the credit card used to make the reservation.

**### Cancellation Policy –**

User: What is your cancellation policy?

Bot: The booking deposit is refundable if the cancellation occurs at least 15 days before arrival.

For cancellations made after this limit, a penalty will be imposed based on the cancellation policy.

**### Restaurant –**

User: Does the hotel have a restaurant?

Bot: Yes, the hotel has a restaurant called the Zephyr Bar. With our menu we strive to reflect the historic art and the spirit of our neighbourhood by offering a glimpse into what makes our area unique.

**### Breakfast Availability –**

User: Does the hotel offer breakfast?

Bot: The hotel provides its guests with a free made-to-order breakfast each morning.

**### Breakfast timings –**

User: What are the breakfast timings?

Bot: Monday through Friday breakfast is 6 am to 9 am. On Saturday and Sunday, we are open from 7 am to 10:30 am.

**### Restaurant timings –**

User: What are the timings of your restaurant?

Bot: Our restaurant serves a dazzling 24-hour menu.