

Common FAQs – Hotel Industry

This document contains frequently asked questions commonly used by hotels, resorts, and hospitality businesses. It can be used for front desk operations, websites, chatbots, and customer support systems.

What time is check-in and check-out?

Standard check-in time is 2:00 PM and check-out time is 11:00 AM. Early check-in or late check-out may be available upon request, subject to availability.

Do you offer early check-in or late check-out?

Yes, early check-in and late check-out are subject to availability and may incur additional charges.

Is breakfast included in the room tariff?

Breakfast inclusion depends on your booking plan. Please check your reservation details or contact the front desk.

Do you provide airport pickup and drop services?

Yes, airport transfers are available on request and may be chargeable. Please inform us in advance with your travel details.

Is free Wi-Fi available in the hotel?

Yes, complimentary Wi-Fi is available in all rooms and public areas of the hotel.

What documents are required at check-in?

Guests are required to present a valid government-issued photo ID and booking confirmation at the time of check-in.

Are unmarried couples allowed?

Yes, unmarried couples are allowed provided both guests have valid government-approved photo identification.

Is the hotel family-friendly?

Yes, families and children are welcome. Extra beds or cribs may be provided upon request.

Do you allow pets?

Pet policy varies by property. Please contact the hotel directly to confirm pet-friendly options.

What is the cancellation policy?

Cancellation policies depend on the rate plan selected. Free cancellation may be available up to a certain date.

Is parking available at the hotel?

Yes, complimentary or paid parking is available for guests, depending on the property.

Do you have a restaurant on-site?

Yes, the hotel has an on-site restaurant offering a variety of local and international cuisines.

Is room service available?

Yes, room service is available during designated hours. Please refer to the in-room menu for details.

Do you have conference or meeting facilities?

Yes, we offer conference and banquet facilities equipped with modern amenities.

Is the hotel wheelchair accessible?

Yes, the hotel provides wheelchair-accessible rooms and facilities.

Do you accept credit and debit cards?

Yes, we accept major credit and debit cards along with other digital payment methods.

Is smoking allowed in the rooms?

No, smoking is strictly prohibited in rooms. Designated smoking areas are available.

Do you provide laundry services?

Yes, laundry and dry-cleaning services are available at an additional cost.

Is there a swimming pool or gym?

Yes, the hotel provides recreational facilities such as a swimming pool and fitness center, subject to property availability.

How can I modify or extend my stay?

You can modify or extend your stay by contacting the front desk or through the booking platform used for reservation.