

# 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.