

1. **What are the check-in and check-out times?**
 - Check-in starts at 2:00 PM, and check-out is by 11:00 AM.
 2. **Do you offer early check-in or late check-out?**
 - Yes, early check-in is available from 11:00 AM for \$25, and late check-out until 3:00 PM for \$30, subject to availability.
 3. **What amenities does the hotel provide?**
 - We offer free Wi-Fi, a rooftop pool, a spa, a gym, complimentary breakfast, and a business center.
 4. **Do you have free Wi-Fi?**
 - Yes, Wi-Fi is complimentary and available throughout the property. The password is "Sunshine2025".
 5. **Is parking available?**
 - Yes, we offer free parking for all guests, including EV charging stations.
 6. **Are pets allowed at the hotel?**
 - Yes, pets under 15kg are allowed for a \$50 cleaning fee per stay.
 7. **Do you have smoking and non-smoking rooms?**
 - Yes, we offer both. Please specify your preference while booking.
 8. **Does the hotel have a pool?**
 - Yes, we have a heated outdoor pool that's open from 7:00 AM to 9:00 PM.
 9. **What is the hotel's address?**
 - We are located at 123 Oceanview Blvd, Miami, FL, 33139.
 10. **Are there laundry services available?**
 - Yes, we offer same-day laundry services for a fee.
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Booking-Related Questions

11. **How can I book a room?**
 - You can book directly through this chatbot or visit our website at www.SunnyStay.com.
12. **What types of rooms are available?**
 - We have Deluxe King, Deluxe Twin, Family Suites, and Ocean View Suites.
13. **Can I cancel or modify my booking?**
 - Yes, cancellations or modifications can be made up to 24 hours before check-in without a fee.
14. **What is your cancellation policy?**
 - Free cancellation is available up to 48 hours before arrival. After that, a fee equal to one night's stay applies.
15. **Do I need a credit card to book?**
 - Yes, we require a valid credit card to secure your booking.
16. **Can I pay at the hotel?**
 - Yes, you can pay during check-in, but a card is required to hold the reservation.
17. **Are there any discounts or promotions?**
 - Yes, we currently have a 15% discount for bookings made 14 days in advance.
18. **How much does it cost to book a room?**

- Room rates start at \$149 per night and vary depending on the type and season.
 - 19. **Do you have special rates for corporate bookings?**
 - Yes, we offer corporate rates starting at \$120 per night. Contact us for details.
 - 20. **What documents do I need to check in?**
 - A government-issued ID and the credit card used for booking are required.
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Room-Specific Questions

- 21. **Do rooms have air conditioning?**
 - Yes, all our rooms are equipped with modern air conditioning.
 - 22. **Are there kitchen facilities in the rooms?**
 - Yes, suites come with a fully equipped kitchenette.
 - 23. **Is there a minibar in the room?**
 - Yes, the minibar is stocked with drinks and snacks. Charges apply for consumption.
 - 24. **Can I request an extra bed?**
 - Yes, extra beds are available for \$25 per night.
 - 25. **Do you have connecting rooms for families?**
 - Yes, we offer connecting rooms for larger families.
 - 26. **What is included in the room rate?**
 - Rates include Wi-Fi, breakfast, and access to the pool and gym.
 - 27. **Are the rooms soundproof?**
 - Yes, our rooms are equipped with soundproofing for a peaceful stay.
 - 28. **Do rooms have a balcony?**
 - Ocean View Suites and Deluxe King Rooms come with private balconies.
 - 29. **Are there accessible rooms for guests with disabilities?**
 - Yes, we have wheelchair-accessible rooms with ADA-compliant features.
 - 30. **Do rooms have safes for valuables?**
 - Yes, all rooms are equipped with electronic safes.
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Dining and Food

- 31. **Do you have a restaurant?**
 - Yes, our restaurant, “The Seaside Grill,” serves breakfast, lunch, and dinner.
- 32. **Is breakfast included in the booking?**
 - Yes, a continental breakfast is included with all room bookings.
- 33. **Do you offer room service?**
 - Yes, room service is available from 6:00 AM to 11:00 PM.
- 34. **Can you accommodate dietary restrictions?**
 - Yes, please inform us in advance, and we’ll prepare accordingly.
- 35. **Is there a bar on-site?**
 - Yes, we have a rooftop bar with stunning sunset views.

36. What are the breakfast hours?

- Breakfast is served from 6:30 AM to 10:00 AM.

37. Can I get a vegan meal?

- Yes, we have vegan options on our menu.

38. Do you provide kids' meals?

- Yes, we offer a special menu for children under 12.

39. Is there a buffet option?

- Yes, we offer a buffet breakfast with a wide selection of items.

40. Do you have a coffee shop?

- Yes, our café in the lobby serves freshly brewed coffee and pastries.
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Transportation

41. Do you offer airport shuttle services?

- Yes, our airport shuttle service is available for \$20 per person.

42. How far is the hotel from the airport?

- The hotel is 15 minutes from Miami International Airport.

43. Is public transportation nearby?

- Yes, the metro station is just a 5-minute walk from the hotel.

44. Do you provide car rentals?

- Yes, car rentals are available through our concierge desk.

45. Can you arrange a taxi for me?

- Absolutely! Just let us know the time and destination.

46. Do you have bicycle rentals?

- Yes, bicycles are available for \$10 per hour.

47. Is there a shuttle to the city center?

- Yes, a complimentary shuttle runs every hour to the city center.

48. Do you have valet parking?

- Yes, valet parking is available for \$20 per night.

49. Can I walk to local attractions?

- Yes, we are within walking distance of popular attractions like Bayside Market.

50. Do you offer luggage storage?

- Yes, we provide complimentary luggage storage.
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Activities and Area Information

51. What attractions are near the hotel?

- Nearby attractions include Miami Beach, Art Deco District, and Lincoln Road Mall.

52. Do you organize tours or activities?

- Yes, we offer tours like boat cruises and city tours starting at \$45.

53. Is the hotel close to the beach?

- Yes, we are just a 5-minute walk from the beach.
 - 54. **Are there hiking trails nearby?**
 - Yes, there are scenic hiking trails within a 30-minute drive.
 - 55. **Do you have a kids' play area?**
 - Yes, we have an indoor play area for children.
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Accessibility

- 56. **Is the hotel wheelchair accessible?**
 - Yes, all public areas and select rooms are wheelchair accessible.
 - 57. **Do you offer accessible parking?**
 - Yes, accessible parking spaces are available near the entrance.
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Customer Support

- 58. **How can I contact the front desk?**
 - You can reach the front desk at +1-800-123-4567 or email frontdesk@sunnystay.com.
 - 59. **I forgot something in my room. Can you help?**
 - Yes, please contact us with details, and we'll check our lost and found.
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And many more questions like:

- **Do you accept cryptocurrency?**
 - No, we currently accept only major credit cards and cash.
- **Can I extend my stay?**
 - Yes, subject to availability. Please contact the front desk.

Food and Dining Questions

1. **Do you have a restaurant?**
 - Yes, we have an on-site restaurant, "The Coastal Bistro," open from 7:00 AM to 10:00 PM.
2. **Is breakfast included in my booking?**
 - Yes, a complimentary buffet breakfast is included for all bookings.
3. **What are the breakfast hours?**
 - Breakfast is served from 6:30 AM to 10:30 AM in the dining area.
4. **Do you offer room service?**
 - Yes, room service is available 24/7. A menu is provided in every room.
5. **Can you accommodate dietary restrictions?**

- Absolutely! We offer gluten-free, vegan, and halal options. Let us know your preferences when booking.
- 6. **Do you have a kids' menu?**
 - Yes, our kids' menu includes dishes like mini pancakes, chicken nuggets, and mac & cheese.
- 7. **Is there a coffee shop on-site?**
 - Yes, "Java Bean Café" is located in the lobby and serves specialty coffee, pastries, and sandwiches.
- 8. **What cuisines does your restaurant serve?**
 - Our restaurant specializes in Mediterranean, Italian, and Asian Fusion cuisine.
- 9. **Do you offer a buffet dinner?**
 - Yes, our buffet dinner is available from 6:00 PM to 9:30 PM and costs \$35 per person.
- 10. **Can I order food to my room from outside?**
 - Yes, you can, but we also recommend trying our in-house dining for a seamless experience.
- 11. **Do you serve alcohol?**
 - Yes, our lounge bar offers a variety of wines, cocktails, and spirits from 4:00 PM to midnight.
- 12. **Do you provide packed lunches?**
 - Yes, packed lunches can be prepared upon request. Ideal for guests heading out for the day!
- 13. **Is there a rooftop dining option?**
 - Yes, our rooftop restaurant "Skyline Eats" offers dining with panoramic city views.
- 14. **Can I reserve a table in the restaurant?**
 - Yes, please let us know your preferred time, and we'll reserve a table for you.
- 15. **What is the most popular dish at your restaurant?**
 - Our signature dish is the "Seafood Paella," made with locally sourced ingredients.
- 16. **Do you have a bar?**
 - Yes, our lobby bar, "Ocean Breeze," serves drinks and light snacks.
- 17. **Can I bring my own food to the restaurant?**
 - Unfortunately, we don't allow outside food in the restaurant, but you're welcome to enjoy it in your room.
- 18. **Do you have vegetarian options?**
 - Yes, our menu includes a variety of vegetarian dishes, such as vegetable stir-fry and spinach ravioli.
- 19. **What beverages are included with breakfast?**
 - Breakfast includes tea, coffee, fresh orange juice, and infused water.
- 20. **Is there a dessert menu?**
 - Yes, our dessert menu features favorites like cheesecake, tiramisu, and molten lava cake.
- 21. **Can you provide a birthday cake?**
 - Yes, we can arrange a customized birthday cake with 24 hours' notice.
- 22. **Is there live music during dinner?**
 - Yes, live acoustic performances take place every Friday and Saturday evening.

23. Do you have happy hour specials?

- Yes, happy hour is from 5:00 PM to 7:00 PM daily with discounts on cocktails and appetizers.

24. Do you have a wine-pairing menu?

- Yes, our sommelier has curated a wine-pairing menu to enhance your dining experience.

25. Can I order breakfast to my room?

- Yes, in-room breakfast service is available for an additional \$10 service fee.
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Food-Related Scenarios

26. Can I get a midnight snack?

- Yes, our late-night snack menu is available from 11:00 PM to 6:00 AM.

27. Are there vending machines in the hotel?

- Yes, vending machines with snacks and beverages are located on every floor.

28. Do you offer meal plans?

- Yes, we have full-board, half-board, and breakfast-only options.

29. Can I host a private dinner event?

- Absolutely! Our banquet hall is perfect for private dinners and can be customized to your needs.

30. Do you serve traditional dishes?

- Yes, we serve traditional dishes like local seafood stew and roasted lamb.

31. Can I customize my order?

- Yes, you can customize your order based on preferences or allergies.

32. Do you offer organic food?

- Yes, many of our ingredients are organic and locally sourced.

33. Is there a buffet breakfast or à la carte?

- Both options are available. Choose what suits your preference!

34. What types of coffee do you serve?

- We serve espresso, cappuccino, latte, and cold brew coffee.

35. Do you offer fresh juices?

- Yes, fresh-squeezed juices like orange, watermelon, and carrot are available.

36. Are there themed dinners?

- Yes, we have themed dinners like BBQ nights on Wednesdays and Italian nights on Saturdays.

37. Can I use my room credit for dining?

- Yes, your room credit can be used at our restaurant and bar.

38. Do you have poolside dining?

- Yes, snacks and drinks can be ordered while lounging by the pool.

39. Do you have a pizza menu?

- Yes, our restaurant offers a selection of gourmet pizzas.

40. Do you offer cooking classes?

- Yes, we offer cooking classes with our chefs every Thursday afternoon.

Unique Food Services

41. **Can I get a romantic dinner setup?**
 - Yes, we offer private beachside dining for couples. Contact us to arrange this special experience.
42. **Do you cater for business lunches?**
 - Yes, we offer set menus and à la carte options for business meetings.
43. **Do you have a smoothie bar?**
 - Yes, smoothies and protein shakes are available at our fitness center café.
44. **Are there snacks in the minibar?**
 - Yes, the minibar includes chips, chocolate bars, and soft drinks.
45. **Do you have seasonal menus?**
 - Yes, our menu changes seasonally to feature fresh ingredients.
46. **Is there a Sunday brunch?**
 - Yes, our Sunday brunch includes a carving station, seafood platters, and unlimited mimosas.
47. **Do you provide baby food?**
 - Yes, baby food can be prepared upon request.
48. **Can I request a specific dish that's not on the menu?**
 - Yes, our chefs will try their best to accommodate your request.
49. **Do you have meal delivery to the poolside cabanas?**
 - Yes, cabana dining service is available.
50. **Do you have outdoor dining spaces?**
 - Yes, our terrace is perfect for outdoor dining.

Restricted Policies

1. **Can I smoke in the rooms?**
 - *Answer:* Smoking is prohibited in all our rooms. However, we have designated smoking areas available on the premises.
2. **Can I bring outside alcohol to the hotel?**
 - *Answer:* Outside alcohol is not permitted in the hotel. Our bar offers a variety of beverages to suit your preferences.
3. **Is it allowed to bring pets without prior notification?**
 - *Answer:* No, pets are only allowed with prior notification and subject to our pet policy, which includes a cleaning fee.
4. **Can I host a party in my room?**
 - *Answer:* Parties are not allowed in guest rooms to ensure the comfort and privacy of all our guests. Please inquire about renting our event spaces for such activities.
5. **Can I use fireworks on hotel grounds?**
 - *Answer:* For safety reasons, fireworks are strictly prohibited on hotel property.
6. **Can I cook in my room?**
 - *Answer:* Cooking is not allowed in standard rooms. If you require kitchen facilities, we recommend booking a suite with a kitchenette.

7. **Can I have guests over in my room?**
 - *Answer:* Guests are allowed, but they must register at the front desk and follow our guest policy. Overnight stays for non-registered guests are not permitted.
 8. **Is gambling allowed in the hotel?**
 - *Answer:* Gambling is prohibited on the property unless it's in a licensed casino (if applicable to your hotel's location).
 9. **Can I bring large appliances, like a microwave or fridge?**
 - *Answer:* Outside appliances are not allowed, but all rooms come equipped with basic facilities such as a minibar and kettle.
 10. **Can I use the pool outside the operational hours?**
 - *Answer:* For safety reasons, the pool is only open from 7:00 AM to 9:00 PM. Entry outside these hours is not permitted.
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Prohibited Items

11. **Can I bring my own furniture or equipment?**
 - *Answer:* Large furniture or heavy equipment is not allowed for safety and space considerations.
 12. **Are weapons allowed in the hotel?**
 - *Answer:* Weapons, firearms, and any dangerous items are strictly prohibited on hotel property.
 13. **Can I bring my pet snake/dog/cat?**
 - *Answer:* Only specific pets, such as dogs or cats under 15kg, are allowed. Exotic animals, like reptiles, are not permitted.
 14. **Can I store hazardous materials in the room?**
 - *Answer:* Hazardous or flammable materials are strictly prohibited on the premises.
 15. **Can I use drones in the hotel area?**
 - *Answer:* Drones are not allowed in or around the hotel to maintain guest privacy and safety.
 16. **Can I bring my own mattress?**
 - *Answer:* Outside mattresses are not allowed. Our rooms are equipped with premium bedding for your comfort.
 17. **Can I use candles or incense in my room?**
 - *Answer:* For fire safety, the use of candles, incense, or any open flames is not permitted.
 18. **Can I hang banners or posters in my room?**
 - *Answer:* Decorations or alterations to the room, such as hanging banners or posters, are not allowed.
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Behavioral Restrictions

19. Can I play loud music in my room?

- *Answer:* Loud music or noise is not allowed after 10:00 PM to ensure a peaceful environment for all guests.

20. Can I use the gym without shoes?

- *Answer:* Proper footwear and attire are required for gym usage to ensure safety and hygiene.

21. Can I swim in the pool if I'm intoxicated?

- *Answer:* For safety reasons, swimming under the influence of alcohol is not allowed.

22. Can I let my child use the pool unsupervised?

- *Answer:* Children under 12 must be supervised by an adult while using the pool.

23. Can I refuse to wear a mask in common areas?

- *Answer:* Masks may be required in certain areas depending on local health regulations.

24. Can I park my oversized vehicle or truck?

- *Answer:* Oversized vehicles may not fit in our parking facility. Please contact us for alternative arrangements.

Security and Privacy

25. Can I disable the smoke detector in my room?

- *Answer:* Tampering with or disabling smoke detectors is prohibited and will result in a penalty.

26. Can I access other guests' rooms?

- *Answer:* For security and privacy, access to other guests' rooms is not allowed.

27. Can I use hotel property (e.g., towels or robes) for personal use outside the hotel?

- *Answer:* Hotel property must remain on the premises. Missing items will incur additional charges.

28. Can I take photos of other guests or staff?

- *Answer:* For privacy reasons, photographing or recording other guests or staff without consent is not allowed.

29. Can I block the security cameras in common areas?

- *Answer:* Tampering with or obstructing security cameras is strictly prohibited.

30. Can I let unauthorized individuals into restricted areas?

- *Answer:* Guests must not allow non-guests into restricted or staff-only areas.

Restricted Food and Beverage Policies

31. Can I bring outside food and eat in the restaurant?

- *Answer:* Outside food is not allowed in the restaurant. However, you are welcome to enjoy it in your room.

32. Can I drink alcohol in the pool area?

- *Answer:* Alcohol is only allowed in designated areas. Please ask our staff for guidance.

33. Can I cook using portable stoves in my room?

- *Answer:* Portable stoves or cooking devices are prohibited in guest rooms.

34. Can I bring seafood or strong-smelling foods to my room?

- *Answer:* Strong-smelling foods are discouraged to maintain a pleasant atmosphere for all guests.

35. Can I throw food waste from the balcony?

- *Answer:* Throwing anything from the balcony, including food waste, is strictly prohibited and may result in penalties.