

FREQUENTLY ASKED QUESTIONS

HOTEL BASICS

- **What time is check-in and check-out?**
 - Check-in: Begins at 4:00 PM on your check-in date.
 - Check-out: By 11:00 AM on your check-out date.
- **Can I request for an early check-in or late check-out?**
 - If you need to request for an early check-in or late check-out, simply reply to your pre-arrival SMS that we sent you or ask one of our team members in the lobby. Please note that this is subject to availability.
- **What are the front desk hours of operation, and how do I check-in if I am arriving after hours?**
 - Our regular front desk hours are 7:00 AM - 11:00 PM.
 - If you will be arriving after hours, please contact us as early as possible via text at 855-976-1796 or email at hello@farawayhotels.com, with a minimum of 24 hours notice so we can provide you with instructions for arrival.
- **Where should I leave my room key(s) when I check-out?**
 - When checking out, you may drop off your key(s) at the front desk or leave them in your room.
- **Can I store my luggage before check-in or after check-out?**
 - Yes, please see our front desk for luggage storage before check-in, or after check-out.
- **Is breakfast included in my room rate?**
 - Breakfast is not included in the room rate.
 - Guests are welcome to enjoy fresh coffee and morning pastries at our Cafe by the STRAND located in the lobby. The STRAND is open daily from 7:00 AM - 2:00 PM.
- **Can a cot or crib be supplied in my room if I am travelling with an infant?**
 - Yes, we have pack-n-play cribs available upon request.
- **Can I request for a rollaway bed to be placed in my guest room?**
 - Unfortunately, rollaway beds are not available. We are happy however to help review room options with you.
- **Is the hotel wheelchair accessible?**
 - Yes, Faraway Nantucket is wheelchair accessible.
- **Is Wi-Fi available?**
 - Yes, free Wi-Fi is available in our public areas and guest rooms.
- **I lost something. Do you have a lost and found?**
 - Did you leave something behind? Stop by the front desk and we will be happy to assist you in locating your lost item.

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GETTING THERE

- **Where is the hotel located?**
 - We are located at: 29 Centre St., Nantucket, MA., 02554
- **Is parking available onsite?**
 - Parking is not available onsite. Bringing your car on Nantucket is highly discouraged.
 - The town of Nantucket does not offer paid parking options. One-hour and two-hour parking rules are in effect from 7:00 AM - 5:00 PM and space is very limited.

ONSITE FACILITIES & SERVICES

- **Are beach towels, chairs, or umbrellas available for guest use?**
 - Faraway Nantucket is pleased to offer complimentary beach towels, beach chairs, and beach umbrellas for guest use on a first-come, first-served basis. Please see a House Manager for more information.
- **Is there an onsite swimming pool, hot tub, or gym?**
 - No, unfortunately we do not have an onsite swimming pool, hot tub or gym.
- **Is room service offered?**
 - Although we don't formally offer room service, Sister Ship offers meals to-go and most guestrooms do feature a fully stocked mini bar.
- **Do you offer onsite laundry or dry-cleaning services?**
 - No, we do not offer onsite laundry or dry-cleaning services.

FOOD & BEVERAGE

- **How do I make a reservation at Sister Ship?**
 - To make a reservation, please visit www.sistershipack.com.
 - For large parties of 6 or more: Please contact us at reservations@sistershipack.com or +1-508-203-6889.
 - For large parties of 8 or more: You must email or call in to make your reservation and are required to partake in our Chef's Tasting Menu (a pre fixe menu, \$115pp plus tax, gratuity, and additional beverage charges).
- **What are Sister Ship's hours of operation?**
 - Sister Ship is open Tues-Sat with dinner service beginning at 5:00 PM and ending at 10:00 PM. Bar hours are 5:00 PM until approximately 11:00 PM.
- **Does Sister Ship accommodate private events?**
 - Yes! Guests looking to inquire about private events are encouraged to email events@sistershipack.com.

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NEIGHBOURHOOD & NEARBY

- ***What transportation or taxi services are available in the area?***
 - Uber, Lyft, and various taxi services are readily available on the Island.
 - The Wave, a local bus service, is also available for a modest fee.
- ***Are bicycles available for guest use?***
 - Faraway Nantucket is pleased to offer complimentary bicycles for guest use on a first-come, first-served basis. Please see a House Manager for more information.

HOTEL POLICIES

- ***What is the hotel's pet policy?***
 - Pets are welcome in our select pet-friendly rooms, subject to a \$75 fee per pet (fee applied at check-in). Please note there is a limit of two pets per room.
- ***Is smoking allowed in the rooms, or on the hotel premises?***
 - Faraway Nantucket is a smoke-free hotel. Smoking is not permitted in the guestrooms or on the hotel premises.
- ***Do I need a credit card to check in, and does the hotel require a hold to guarantee incidental charges?***
 - A valid credit card will be required upon check-in.
 - A pre-authorization hold of \$100 is taken at the time of check-in to guarantee any incidental charges.
 - This pre-authorization hold will be released upon check-out as a reversal (i.e. will not appear as a refund), and it may take up to 3-10 business days for the hold to disappear from your bank account / bank statement, depending on your financial institution
- ***What is the hotel's cancellation policy?***
 - For detailed information about our cancellation policy, please refer to your booking confirmation email or the cancellation policy provided at the time of your reservation.
 - The specific cancellation policy can vary depending on whether you have booked directly on our hotel website, or on an Online Travel Agency website (e.g. Booking.com, Expedia, etc.).
 - If you should need to modify or cancel an existing reservation, please refer to the “Reservations“ section of the FAQ.

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RESERVATIONS

- **How do I make a reservation?**
 - To make a reservation, please visit our website at www.farawayhotels.com,. Simply select your Island destination, find room type and rate options by entering your Arrival and Departure dates, and clicking "Book a Room."
 - Please remember booking direct lends you the best available rate and our ability to assist with making any modifications.
- **My plans have changed, how can I modify or cancel my reservation? (For reservations booked directly on the hotel website)**
 - To modify or cancel an existing reservation that was made directly on the hotel website:
 1. Visit our website at www.farawayhotels.com and click "Modify Booking" in the top-right corner of the page.
 2. In the panel pop-up on the left-hand side, find your existing booking by entering your Booking Number found in your email confirmation (e.g. 9JNAMUD6), OR enter your last name and check-in date.
 3. Modify your booking as required by clicking "Edit Dates", "Edit Room", or "Cancel Booking".
 4. Follow the prompts as displayed to submit the change or confirm cancellation.
- **My plans have changed, how can I modify or cancel my reservation? (For reservations booked on an Online Travel Agency website e.g. Airbnb, Booking.com, Expedia, etc.)**
 - To modify or cancel an existing reservation that was made on an Online Travel Agency website, please contact the Online Travel Agency directly.
- **What are the accepted payment methods?**
 - We accept most major credit cards including Visa, Mastercard, American Express, and Debit.

BOOKINGS FOR GROUPS

- **Can you accommodate weddings / events / large group bookings? Who can I reach out to?**
 - To inquire about group bookings, weddings, or events, please reach out to our Sales Team at sales@farawayhotels.com or +1 508-901-9644.
- **How do I assign each room to be under my guests' names?**
 - The person making the reservation will need to check-in on behalf of all the guests and assign names at check-in.
 - Alternatively, each group member can reserve their own room under their name & pay for it directly themselves. Please note that our system will flag to us if less than 4 rooms are booked using that code and you will be charged an additional fee after your stay.