

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 508-348-7918 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.

FREQUENTLY ASKED QUESTIONS

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 7 days a week 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.

FREQUENTLY ASKED QUESTIONS

NEIGHBORHOOD & 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.). You must go about getting your refund through the Online Travel Agency you originally booked with.
 - If you should need to modify or cancel an existing reservation, please refer to the “Reservations” section of the FAQ.

FREQUENTLY ASKED QUESTIONS

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. 12345), 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 group organizer can provide a guest rooming list to create individual reservations and provide a payment method for all bookings
- Alternatively, each group member can reserve and pay for their own room using the booking link our staff provides.