

FREQUENTLY ASKED QUESTIONS

HOTEL BASICS

- **What time is check-in and check-out?**
 - Check-in: Begins at 3:00 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. Please note that this is subject to availability and while we will do our best to accommodate, early check-in is not guaranteed.
- **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 to 11:00 PM (hours may vary based on high vs. low season throughout the year).
 - If you plan to arrive after 8pm, please contact us as early as possible via text at 866-540-6844 or email us at hello@thehavenmontauk.com, with a minimum of 24 hours notice so we can ensure your arrival experience is seamless.
- **Where should I leave my room key(s) when I check-out?**
 - We have keypads on every room door so we provide room codes as your key when you check in.
- **Can I store my luggage before check-in or after check-out?**
 - Yes, you are more than welcome to storage your luggage at the front desk office after you check-out of your room.
- **Is breakfast included in my room rate?**
 - Breakfast is not included or available. We do offer complimentary coffee and tea at the front desk every morning from 7am to 12pm.
- **Can a cot or crib be supplied in my room if I am travelling with an infant?**
 - Pack and plays are available upon request, subject to availability.
- **Is the hotel wheelchair accessible?**
 - At this moment, we only have one ADA compliant room.
- **Is Wi-Fi available?**
 - Yes, complimentary Wi-Fi is available in our guest rooms and public spaces.
- **I lost something. Do you have a lost and found?**
 - Did you leave something behind? Please contact our front desk team and we will be happy to assist you in locating your lost item. All items left behind will be held for as maximum of 30 days.

FREQUENTLY ASKED QUESTIONS

GETTING THERE

- ***Where is the hotel located?***
 - We are located at: 533 West Lake Drive, Montauk New York 11954
- ***Is parking available onsite?***
 - Yes, one free parking space is available per room.

ONSITE FACILITIES & SERVICES

- ***Is there an onsite swimming pool, hot tub, or gym?***
 - Our non-heated outdoor pool is open from April 1st through the end of September. The pool is open from 8:00am to dusk everyday.

Is room service offered?

- No, room service is not available.

- ***Do you offer onsite laundry or dry-cleaning services?***

- No, there are no guest laundry facilities onsite. Our team can assist with local options for these services.

NEIGHBORHOOD & NEARBY

- ***What transportation or taxi services are available in the area?***

- Public transportation and taxi services are limited in the area. Two options to arrive from New York City are via the Hampton Jitney or the Long Island Railroad to Montauk Station.

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HOTEL POLICIES

- ***What is the hotel's pet policy?***

- We welcome one pet up to 65 pounds for an additional fee of \$75 per night. But pets may not be left unattended in the room at anytime. If the room requires additional cleaning after check-out due to your pet, a cleaning fee of \$250 will be applied to your final bill.

- ***Is smoking allowed in the rooms, or on the hotel premises?***

- Smoking is not permitted inside the hotel rooms or guest common areas. Guests smoking inside the rooms will be charged an extra night's fee while we return the room to a non-smoking status.

- ***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 thehavenmontauk.com, search for available rooms by entering your Arrival and Departure dates, and by clicking "Book a Room".
- **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 havenmontauk.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. 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?**
 - Visit our website thehavenmontauk.com and click Group and Event inquiries, fill-out the information needed and a member of our team will contact you.
- **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.