

# FREQUENTLY ASKED QUESTIONS

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## 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 24 hours a day, 7 days a week.
- **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?**
  - No, breakfast is not included.
- **Can a cot or crib be supplied in my room if I am travelling with an infant?**
  - Hotel La Rose has cribs and rollaway beds, available on a first come, first served basis.
- **Is the hotel wheelchair accessible?**
  - Hotel La Rose has accessible rooms to accommodate guests.
- **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.

## GETTING THERE

- **Where is the hotel located?**
  - We are located at: 308 Wilson Street, Santa Rosa, CA 95401, U.S.A
- **Is parking available onsite?**
  - Parking is available across the street from the hotel in our parking lot, subject to a fee of \$15 per day plus local tax.

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## ONSITE FACILITIES & SERVICES

- **Is there an onsite gym?**

- We do not have an onsite gym however Hotel La Rose has an agreement with the local Crunch Fitness Facility (1.5 miles away) where we can provide guests with a free day pass.

- **Is there an onsite swimming pool or hot tub?**

- No, unfortunately we do not have an onsite swimming pool or hot tub.

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

- Hotel La Rose works with Empire Cleaners for any guest laundry or dry cleaning.
- Bring your items to the front office before 9:00 AM, and it will be returned by 6:00 PM the same day. This service is available Mon-Fri.

- **Is room service offered?**

- Room Service is provided by Grossmans Noshery and Bar. To order room service:
  - Log into the website at [www.grossmanssr.com](http://www.grossmanssr.com).
  - Under "Special Instructions", please note to "deliver to guest room #[insert guest room number].
  - Complete your order and pay, and it will be delivered to your room by our hotel staff.

## FOOD & BEVERAGE

- **How do I make a reservation at Grossman's Noshery & Bar?**

- Please visit Grossman's Noshery & Bar's website at [www.grossmanssr.com](http://www.grossmanssr.com) to make an online reservation.

## NEIGHBOURHOOD & NEARBY

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

- Hotel La Rose has a number of taxis and car services on our preferred vendor list that we can recommend to you. Please drop by the Front Desk for details.

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## HOTEL POLICIES

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

- Unfortunately, pets are not welcome, except for service animals.

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

- Hotel La Rose is a non-smoking hotel. Smoking is not permitted.

- **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.

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## RESERVATIONS

- **How do I make a reservation?**

- To make a reservation, please visit our website at [www.thehotellarose.com](http://www.thehotellarose.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 [www.thehotellarose.com](http://www.thehotellarose.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. 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 the General Manager via [reservations@hotellarose.com](mailto:reservations@hotellarose.com) or by telephone at 707-579-3200.

- **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.