BERKSHIRES · LIFE HOUSE · BERKSHIRES · LIFE HOUSE · 194 PITTSFIELD ROAD

LIFE HOUSE, BERKSHIRES

Commonly asked questions
when visiting our reimagined
1970's motor lodge.

194 PITTSFIELD RD, LENOX, MA 01240

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 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 as follows:
    - Sun-Thurs: 7:00 AM - 11:00 PM
    - Fri-Sat: 24 hours a day
  - If you will be arriving after hours, please contact us as early as possible via text at 855-967-5695 or email at theclubroom@life-house.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?***
  - Unfortunately, due to limited space, we may only be able to hold a limited number of small items. Please note that we cannot guarantee availability.
- ***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?***
  - Pack n Plays are available on a first-come, first-served basis. They may be requested, however cannot be reserved ahead of time.
- ***Is the hotel wheelchair accessible?***
  - Yes, our hotel 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: 194 Pittsfield Rd, Lenox, MA 01240
- ***Is parking available onsite?***
  - Yes, onsite parking is available, free of charge!

ONSITE FACILITIES & SERVICES

- ***Is the Clubroom and patio open to community guests?***
  - Yes, our Clubroom and patio are open to community guests.
- ***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?***
  - No, we do not offer room service.
- ***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 The Club Room?***
  - The Club Room is first come, first served. Reservations are for large parties only (6 or more). To make a large party reservation, please email us at theclubroom@life-house.com or call +1 413-206-6203.

NEIGHBOURHOOD & NEARBY

- ***What transportation or taxi services are available in the area?***
  - Local taxi services are available in the area.
  - The "Berkshire Flyer" will offer transportation for NYC to Pittsfield MDW - LDW.
  - Please note that rideshare services are not always reliable in the area.

FREQUENTLY ASKED QUESTIONS

HOTEL POLICIES

- ***What is the hotel's pet policy?***
  - Pets are welcome, subject to a fee of $85 per stay, per pet.
- ***Is smoking allowed in the rooms, or on the hotel premises?***
  - Smoking is not permitted in rooms. Smoking is allowed on the grass past the parking lot (not in front of the hotel, and not in front of guest rooms).
- ***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.

FREQUENTLY ASKED QUESTIONS

RESERVATIONS

- ***How do I make a reservation?***
  - To make a reservation, please visit our website at www.lifehousehotels.com/hotels/lenox/berkshires, 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.lifehousehotels.com/hotels/lenox/berkshires, hover over "Account" in the top-right corner of the page, and click "Modify Booking"
    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?***
  - To inquire about group bookings, weddings, or events, please reach out to the General Manager via alex.chevalier@life-house.com.
- ***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.