



LIFE HOUSE, LOWER HIGHLANDS

Commonly asked questions when
visiting our Western pioneer's Victorian
homestead.

3638 NAVAJO ST, DENVER, CO 80211

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:
 - Mon-Fri: 3:00 PM - 10:00 PM
 - Sat: 9:00 AM - 11:00 PM
 - Sun: 9:00 AM - 5:00 PM
 - If you will be arriving after hours, please utilize the self check-in kiosk located on the first floor, or the Life House app on your Apple smartphone.
- **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, we are not designed to offer such service, however special arrangements can be made to accommodate guest needs.
- **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?**
 - Unfortunately, we do not have cots or cribs available.
- **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: 3638 Navajo Street, Denver, CO 80211
- ***Is parking available onsite?***
 - While we do not have onsite parking, street parking is available nearby.

ONSITE FACILITIES & SERVICES

- ***Is room service offered?***
 - Limited room service is offered (coffee, tea, and cocktails) during restaurant service hours.
- ***Is there an onsite swimming pool, hot tub, or gym?***
 - No, unfortunately we do not have an onsite swimming pool, hot tub or gym.
- ***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 Wildflower?***
 - To make a reservation please visit our website at www.lifehousehotels.com/hotels/denver/lower-highlands/restaurant/wildflower, and click "Book a Table".

NEIGHBOURHOOD & NEARBY

- ***What transportation or taxi services are available in the area?***
 - The following transportation options are available in the area:
 - Uber and Lyft
 - Local Denver RTD bus service (bus stop 19, at 52 Navajo Street & West 33rd Avenue)

FREQUENTLY ASKED QUESTIONS

HOTEL POLICIES

- **What is the hotel's pet policy?**
 - Unfortunately, pets are not welcome.
- **Is smoking allowed in the rooms, or on the hotel premises?**
 - Smoking is not permitted within 25 feet of the property.
- **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 \$1 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/denver/lower-highlands, 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/denver/lower-highlands, 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 by email at oren.cohen@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.