# 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:
    - 7:30 AM - 6:00 PM Daily
    - If you will be arriving after hours, please contact us as early as possible via text at 1-802-247-7801 or email at info@mountaineerinn.com, with a minimum of 24 hours notice so we can provide you with instructions for arrival.
- ***What is the hotels phone number?***
  - 1-855-496-2982
- ***Where should I leave my room key(s) when I check-out?***
  - When checking out, please drop off your key(s) at the front desk.
- ***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?***
  - Yes, please enjoy our light continental breakfast in our dining room, daily.
- ***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?***
  - Unfortunately, our hotel is not 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: 270 Handle RD West Dover, VT 05356
- ***Is parking available onsite?***
  - Yes, parking is available onsite, free of charge!

## ONSITE FACILITIES & SERVICES

- ***Is there an onsite swimming pool, hot tub, and sauna?***
  - Yes, we have a heated outdoor pool, hot tub, and sauna onsite. Hours of operation are as follows:
    - Heated Outdoor Pool: Open seasonally form late-May to mid-October, from 10:00 AM -8:00 PM.
    - Hot Tub & Sauna: Open from 10:00 AM – 8:00 PM, daily.
- ***Is there an onsite gym?***
  - No, unfortunately we do not have an onsite 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.

## NEIGHBORHOOD & NEARBY

- ***What transportation or taxi services are available in the area?***
  - The MOOVER bus is available in the area, as well as one taxi service (contact John via 802-236-7667).

# FREQUENTLY ASKED QUESTIONS

## HOTEL POLICIES

- ***What is the hotel's pet policy?***
  - Pets are not permitted, except for registered service animals.
- ***Is smoking allowed in the rooms, or on the hotel premises?***
  - Smoking is not permitted in guest rooms or near the building. Unauthorized smoking onsite will incur a cleaning fee of $200.
- ***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.mountaineerinn.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.mountaineerinn.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. 1234), 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 Sales Manager at Destiny.Williams@mountaineerinn.com or call 802-464-5404.
- ***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.