

Read the FAQ about the Hotel Excelsior and decide if these statements are true (T) or false (F).

- 1 You can't use hotel facilities before checking in or out.
- 2 You have to pay if you want to change your check-in or check-out time.
- 3 Breakfast is at the same time every day of the week.
- 4 It's a good idea to book a table at the restaurant.
- 5 The hotel can change all room bookings.
- 6 It isn't possible to upgrade your room.
- 7 If you cancel more than 48 hours before your stay, you will get all your money back.
- 8 Parking doesn't cost anything.



FAQ

Q: What time is check-in and check-out?

A: Check-in time is 3 p.m. and check-out is 11 a.m.

Q: Can we use the facilities either side of these times?

A: Yes, you can use the facilities before checking in and after checking out of your room.

Q: Are early check-in and late check-out available?

A: Yes, for an additional fee. Please ask at reception.

Q: What time is breakfast served?

A: Breakfast is between 7 a.m.-9.30 a.m. midweek and 8 a.m.-10 a.m. on a weekend.

Q: What time is dinner served?

A: Dinner is served from 7 p.m.-9.30 p.m. every day. We strongly recommend you pre-book.

Q: How do I make changes to my room reservation?

A: If you booked through the hotel, contact us, otherwise contact your travel agent directly.

Q: Can I upgrade my room?

A: If a suitable room is available, you can upgrade your room for an additional fee.

Q: What is your cancellation policy?

A: We require a minimum of 48-hour notice prior to scheduled arrival date for a full refund.

Q: Is there parking available at the hotel?

A: Yes, the hotel offers free valet and self-parking.

If you have any other questions, please contact reception.