

Match the words that mean the same.

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|----------------|--|
| 1 additional | a ☐ appropriate |
| 2 fee | b ☐ annulment |
| 3 recommend | c ☐ booking |
| 4 reservation | d ☐ charge |
| 5 upgrade | e ☐ extra |
| 6 suitable | f ☐ improve |
| 7 available | g ☐ obtainable |
| 8 cancellation | h ☐ reimbursement |
| 9 refund | i ☐ suggest |

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.