

## **HOTEL POLICIES**

### **Check-In / Check-Out**

- Check-in time: 3 p.m.
- Check-out time: 12 p.m.
- Early arrivals and late departures - If your arrival is early in the day and you would like immediate access to your room, we recommend reserving for the prior night. Similarly, for late departures, reserving an additional night will guarantee access until you leave the Hotel.

### **Method of Payment**

- Visa, Diners Club, JCB, MasterCard, Amex are accepted.
- Credit Cards must be presented upon arrival. If this is not possible, then we require a fax (prior to arrival), stating all charges, card number and signature of cardholder. Please also send a photocopy (front and back) of the credit card being used to reserve your Qatar hotel stay.
- If paying by cash, the guest may be asked for the total nights accommodation on arrival and also an extra night's accommodation as a security deposit.
- Direct billing must be arranged with the hotel prior to arrival.
- No check is accepted unless received 7 days prior to arrival, in local currency only.
- Our published room rates do not include any taxes or services. A 17% service charge applies in addition to standard room rates.

### **Cancellation**

- Reservations must be cancelled at least 48-hours prior to arrival to avoid charges.

### **Visa Requirements**

- An appropriate visa is a necessity for all guests.
- Visas can be arranged directly with the hotel for an additional fee. A clear photocopy of the guest's passport is required by the hotel to process the visa.
- Visas require approximately five working days to process.
- Visas are not guaranteed and refunds are not given if not approved.
- Bookings requesting visas must be guaranteed with a valid credit card.

### **Pets**

- No pets are allowed except guide dogs.

### **Parking**

- Self-parking is available.
- Complimentary valet service is also available.