



## Aloft Raleigh

2100 Hillsborough Street Raleigh, NC 27607 USA

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## Important Hotel Arrival Information, Policies and Announcements

Check-out this important information before you check-in.

Be in the know so you can mix & mingle during your stay at Aloft Raleigh. We're committed to enhancing all our guest's experiences through technology & design, these policies help us do just that.

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## Getting Here and Parking

Aloft Raleigh is ideally located directly across from North Carolina State University, a half-mile to the Cameron Village shopping center for wonderful restaurants and shopping and 1.8 miles from City Center. Before you Stay & Play at Aloft Raleigh, review directions on how to get here.

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## “Step by Step Directions”

There are three options for coming to check-in, including parking in front of the hotel, coming into our lower garage on one side of the hotel, located on Enterprise Street, or coming onto the Upper Deck on the other side of the hotel, located on Maiden Lane.

Be sure to follow these directions:

- If you are heading west on Hillsborough Street from downtown, the first street on the right, before you pass the hotel and located next to Subway is Maiden Lane which will grant you access to the upper parking deck – this deck does not require key access, as it is also available for guests who are dining in one of the restaurants adjacent to the hotel downstairs.
- If you are heading west on Hillsborough Street from downtown, the second street on the right, after passing the first entrance of the hotel is Enterprise Street. If you take a right at the light, the parking garage will be on your right side – if you have not checked in yet, you will push the button next to the key pad to call the front desk and gain access to the lower deck. After you have checked in, your key will grant you access to the lower deck.
- If you are heading east on Hillsborough Street, going towards downtown, at the Intersection of Hillsborough Street and Enterprise Street, you will turn left at the light onto Enterprise Street and the parking deck will be on your right – if you happen to miss this entrance, if you take the roundabout and come back down Hillsborough Street, you can turn right onto Maiden Lane to access the upper deck, or right onto Enterprise Street to access the lower deck.
- If you are heading North, from Clark Avenue, down Enterprise Street, on your left, the lower parking deck will be on your left-hand side.



## Parking for Special Events/Weekends

As we are located on the outskirts of downtown close to the night life Raleigh has to offer, our location is a popular place to stay for those who want a taste of downtown, but don't want to be tangled up in all the noise. If parking fills up on the upper deck and in the garage downstairs, adjacent to the hotel on Maiden Lane is a gravel lot which we utilize for overflow parking which is accessible to guests from 5pm on Fridays until Mondays at 7am. There is a \$10 fee for parking.

## Safety and Security

To ensure the well-being of our guests, the following policies are in place: Only guests and Talent have access to guest floors. Deliveries, including food, must be met at the Front Desk. The upper parking deck and lower garage are attached to the hotel. As they do not connect, you can only access each one off the different sides of the hotel. We suggest parking in front of the hotel or in the lower garage for ease with unloading your items to bring them in the hotel, as our luggage carts are located on the first floor of the hotel. For the safety of all guests and Talent, room keys are only provided to guests whose name is on the reservation, verified with a government issued ID.

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## Hotel Policies

### ADA Compliant

The hotel is compliant with the Americans with Disabilities Act (ADA). ADA-compliant guest rooms options include king rooms with roll-in accessible showers, queen rooms with 2 beds and accessible tubs, king rooms with hearing accessibility and queen rooms with 2 beds and hearing accessibility.

### Extra Bedding

While we don't have any rollway beds, we do offer a limited availability of blowup mattresses. Please contact the hotel on the day of arrival to check availability. If you've booked a king room, we do offer rooms with 2 queen beds – you may inquire about switching room types and will we do our best to accommodate your needs. In addition, all our suites offer a sofa bed.

### Age Requirements Policy

Guests must be a minimum of 21 years of age to check into the hotel. Kids are always welcome, as long as there are adults around too! At least one occupant of each Aloft room must be 21 years or older. A valid government-issued ID is required upon check-in to check into the room.

### Connecting Room Availability

Traveling together with family or friends? Our Aloft Raleigh provides a limited availability of connecting rooms. We offer king rooms that connect to queen rooms and queen rooms that connect to another queen room. We cannot guarantee the availability of these room, but we will do our very best to accommodate this and will put you and your family/friends as closely as possible if we are unable to meet the connecting room request. Make sure to call the hotel when you reserve your rooms so we can help with your request!

### Pet Policy

Aloft Raleigh welcomes all pups alike! We don't have any breed restrictions but do ask the pups to be 40 lbs. or less. So, bring along your companion – we'd love to welcome them! There is a \$20 pet fee per night up to \$100 for the entire stay.

### Smoking & Candle Policy

We're a 100% smoke free environment – no butts about it! We kindly ask that you follow our no-smoking rules, as there is a \$250 fee for smoking in any areas of the hotel. In addition, the burning of candles in the hotel is prohibited as well, and there is a \$250 fee for the burning of candles within any areas of the hotel.



## Arrivals and Departures

**Check in: 3PM | Check out: 12PM**

### ID Requirements

For security purposes, valid photo identification is required at check-in. Acceptable forms of ID include: a driver's license, passport, government ID, and/or proof-of-age card. Photo identification must also match the name that is on the reservation to be able to check-in as well as receive any additional keys to the room.

### Early Departure

If you have a sudden change of schedule and need to cut out early, stop by the front desk. We'll do our best to settle your bill, but we may have to charge you for the full reservation.

### Early Arrival

Check in begins at 3pm and your Aloft room will be ready and waiting. Eager to get in earlier? Just call prior to arrival or ask at the front desk to try and set up an early check-in – we'll do our best to find you a room that's ready. There are no guarantees, as it depends on the previous guests and our housekeeping schedule – if we can't squeeze you in early, we'll be happy to hang onto your luggage in the meantime.

### Late Arrival

While check-in begins at 3pm, you do not have to arrive exactly then. As long as there is a guaranteed form of payment on file, your reservation is held up until the end of the night – please call and notify the front desk if you plan to arrive later in the evening so that the reservation is not cancelled or penalized for not arriving.

### Late Checkout

Feel free to sleep in, as check-out time isn't until 12pm. Looking to stick around a bit longer? Let the front desk know and we'll try to accommodate this request. There's no guarantee of an available late

check-out, but if we are unable to grant a late checkout, we can always store your luggage until you're ready to go!



## Payment Procedures

### Check Policy

We apologize for any inconvenience, but we don't accept personal checks for payment.

### Cash Acceptance / Card at Arrival Policy

While guests are permitted to pay with cash for the reservation, we accept cash payments upon departure only. A valid credit or debit card is required at check-in to cover all charges for all guests. The card will be authorized at time of check-in for room + tax plus incidentals (an estimated amount of \$50). The amount is only a hold unless the room has not been paid for, in which the balance would deduct from the held amount and the rest will fall off your card after checkout. The hotel cannot accept responsibility for overdraft charges resulting from holds placed on a debit or credit card – it is suggested to use a credit card for the preauthorized hold. The hold placed on the card is released when you check-out and it depends on your financial institution as far as how long it takes to be returned to you. If you would like to pay for your stay with cash, please let the front desk know when you check out.

## **EMV/CHIP and PIN Credit Card Policy**

Please be aware this hotel is EMV/Chip & PIN ready and your credit card's PIN may be necessary for you to check-in to the hotel. If you are not aware of the PIN for credit card, or are unsure if your card requires a PIN, please contact the financial institution that issued your credit card for clarity and to secure your PIN. Please also be aware that a debit/check card will hold your funds differently than a credit card. A debit/check card will immediately place a hold on funds in your checking account. The hotel cannot accept responsibility for overdraft charges resulting from holds placed on a debit/check card account.

## **Paying for Someone Else's Reservation**

There are times where guests want to pay for someone else's stay; therefore, should you make a reservation that you would like to pay for but you are not the individual that will be actually staying here, you will need to complete a credit card authorization form before check-in. Please call the hotel directly for a secure link to complete the form digitally. Please remember due to security reasons, we are required to have this completed before check-in and are unable to take card numbers over the phone.

## **Guest Laundry**

We have a washer and dryer available for guest use on the 5<sup>th</sup> floor of the hotel. They are coin operated, and we can provide change at the front desk – if you don't have any cash on hand, there is an atm on the 2<sup>nd</sup> floor close to the front desk for your convenience! It is \$2 to wash, and \$2 to dry. If you need laundry detergent, we have some for purchase in our Re: Fuel area for \$1 a box. We offer dry cleaning with same-day delivery – hours of operation vary. Please reach out to the front desk to inquire about the availability of our dry-cleaning services.

## **Extra Amenities**

While traveling, sometimes we forget a toiletry item or two, but no worries – we've got you covered! The front desk has complimentary items available for you upon request such as dental kits, shaving kits, lotions, soaps, shower caps and sewing kits based upon availability. Should you need any of these items, please call down to the front desk and let us know so that we can prepare these items for you to pick up! In addition to these complimentary items, we do have additional items for purchase in our Re:Fuel area – the front desk can provide you with more information regarding what additional items we have available for you to purchase.

