

THE BENTLEY HOTEL SOUTH BEACH

B
H



FAQ - Frequently Asked Questions

How to check in – the process:

- Go to The Bentley Hotel, 510 Ocean Drive, Miami Beach, FL 33139
- Use the elevator to the second floor
- The front desk is on the second floor
- The front desk operates 24 hours
- **Check in time is 3 PM**
- Please call 305-767-4300 or 305-803-7000 if you have special check in needs so that we may help you if possible.

Check out time:

- **Check out is 12 noon**

Half price early check-in or late check-out solution

- Bentley Hotel Policy
 - Check-in Time: 3 PM
 - Check-out Time: 12 noon
- Most guests want late check-out and most new guests want early check-in.
- However there are still just 24 hours in a day, so unfortunately we must abide by the Bentley's check-in and check-out policy so that the housekeeping is completed in a timely manner resulting in no guest being inconvenienced. We have found from experience that the ½ price solution is a benefit to everyone.

- If you are arriving early, you can reserve the preceding night (if available) at ½ price so that the room will be held for you and not occupied by another guest. Then you can check-in as early as you wish.
- If you are leaving late in the day and you wish to get some extra beach time, then you can reserve the following night (if available) at ½ price so that you may occupy your room until you depart rather than have to check-out at 11 AM.
- This option cannot be reserved online. Please call Glenn at 305-767-4300 or Tom at 305-803-7000 to have the special ½ price rate applied to your reservation. This option is solely available as a benefit for our guests.

Parking map and instructions:

- Ask for the electronic black transponder for your room number when you check in. (Remember to return the transponder to the front desk when you checkout)
- Drive to the parking garage located on 5th street just past Collins Avenue on the right – you will see a park sign – turn right on Collins Court (**a small side street and first possible right turn after TD Bank**)
- Enter to the right the garage and at the entry gate do **not** take a ticket. You must pull your car up close to the gate because there are security sensors in the cement that sense metal – this is to prevent multiple cars from entering with one transponder. Note the garage also has video cameras operating.
- Wave the electronic black device above the car or wherever you have to do in order to get the gate to raise. The gate sensors are poor, but it does lift up automatically when it reads the electronic black transponder.
- Enter the garage and park anywhere – no spaces are assigned.
- Exit the garage using the same electronic black device .
- **If you are having problems exiting the garage then you have probably taken an entry ticket by error.** See the attendant in the exit booth for help exiting. The problem is that taking a ticket is only for paying customers. The garage system counts entry and exit. So if the electronic black device is not “used” and counted on the way into the garage then the garage thinks you have not entered and therefore will not allow you to exit.
- ***** Please Note: When you check out from the Bentley Hotel and depart from the garage please remember to come back to the hotel and return the electronic black transponder device to the front desk so that the next incoming guest is not inconvenienced.**
 - **If you do not return the electronic black transponder, your credit card will be charged \$150.**

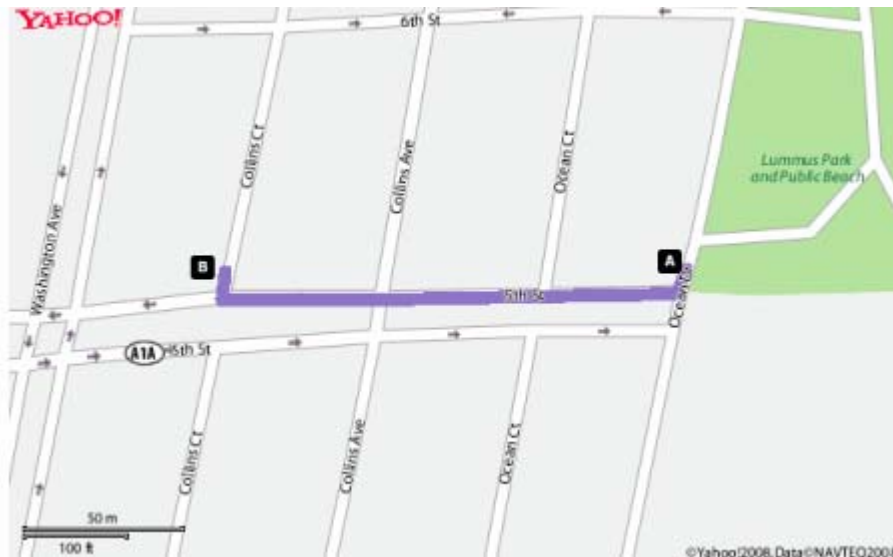
- To avoid the \$150 contact us promptly if you transponder is missing. We want to make sure the transponder is available for the next people that will be arriving.

Please find below directions from the Bentley Hotel at 510 Ocean Drive to the nearby public parking garage located on Fifth Street near Collins Avenue:

Leave Bentley Hotel, 510 OCEAN DR, MIAMI BEACH, FL 33139-6616

1. Start at **510 OCEAN DR, MIAMI BEACH** going toward **5TH ST** go < **0.1** mi 0 mi
2. Turn **RIGHT** on **5TH ST** go **0.1** mi 0.1 mi
3. Cross **COLLINS AVE**
3. Turn **RIGHT** on **COLLINS CT (first possible right turn after TD Bank)** go < **0.1** mi
4. Turn right into parking garage

Arrive Parking Garage, 500 COLLINS CT, MIAMI BEACH, FL 33139-6682



Telephone:

- The telephone in the room is not useable as it is only active when a unit owner is in residence. Please use your mobile phone for all telephone calls.

Ice:

- If you need extra ice cubes you can find an ice machine on the rooftop located near the pool

Roll Away Bed Available:

- Let us know if you need a roll away bed. Sometimes it is in use in another room, therefore the bed needs to be reserved in advance.

Safe Instructions:

- To program with a personal code;
 - Press the key “#/Reset”, a programming tone will be heard
 - Enter any 4 digit code and you will hear again the programming tone
 - Finally, introduce again the same 4 digit code, so as to confirm it. A programming tone will be heard, the red light will turn on, indicating that the new code has been programmed, and the bolts will move to the closed position.
 - **Very Important – Do not forget your 4 digit code numbers**
- To Lock
 - Close the door
 - Enter your pre-selected 4 digit code; the red light turns on
- To Open
 - Enter your pre-selected 4 digit code; the green light turns on
 - Pull the door open

Send email for special requests

- send email to TomRomkey@gmail.com
- Or call 305-803-7000 or Glenn 305-767-4300
- Please call us for supplies or clean towels

25 cent tourist bus instructions and map (South Beach Local)

- There is a mini bus that operates the length of Washington Avenue.
- It is a small size bus less than 35 people. (Green in color)
- It is air-conditioned and is very nice.
- It runs about every 15 minutes
- It costs only 25 cents
- It is nice to ride to Lincoln Road
- The front desk may be able to give you more details

South Beach Local Bus Schedule:

Weekdays - 8 AM to 1 AM
Saturday - 8 AM to 1:30 AM
Sunday - 10 AM to 5 PM

Buses run approximately every 15 minutes South Beach Local (small green bus)

South Beach Local Bus Route:

