

FONTAINEBLEAU MIAMI BEACH



Fontainebleau Helpful Tips

Check-in procedure

- Check-in time is 4 PM at the Fontainebleau
- The check-in procedure is exactly like a normal hotel check-in
- Go to the Fontainebleau Hotel located at 4391 Collins avenue
 - Check-in at the Sorrento Building front desk
- At the front desk tell the front desk personnel your reservation code and name.
 - The reservation code is found in the official hotel letter sent in an email to you.
 - It will normally accompany this document as a separate attachment.
- The hotel clerk will ask you for a credit card and ID.
 - The credit card number is to be used for any optional things you charge to your room such as: room service food or other optional choices. The hotel policy is to pre-authorize a \$150 per day hold to the card. The hold charges are reversed if no room service, or other optional services are charged.
- The hotel clerk will finish the check-in process and make you an electronic room key card or cards.

Parking Valet Services

- The Fontainebleau Hotel complex has 3 entrances. You must use the southern entrance to use owner parking.
- The main entrance is the middle entrance. The southern entrance is just south of the main entrance where Collins avenue bends. The exact address is 4391 Collins Ave, Miami Beach , Fl 33140. The southern entrance is a small circular entrance between the tall tower (Tresor) building and the new (Sorrento) building that is closest to the ocean.
- The southern entrance will have a sign that says for "Owners & Residents Only."
- When the valet approaches your car immediately tell him you will be using Owner parking # __ . This parking number will be emailed to you.
- The valet may ask you for your room number in Fontainebleau 3 – Sorrento Building
 - Owner valet parking is good for only one vehicle per room.
 - Please be courteous at all times to the valet personnel. If you have difficulty you can call Glenn at 305-767-4300 or Tom at 305-803-7000.
- ***FYI – If you valet park at the north or main entrance by mistake you will have to pay \$34 per night for overnight parking.***

Housekeeping Service

- Housekeeping maids will come to tidy up the room twice daily
 - Ask for any supplies you might need
 - A crib for a baby or towels etc.
 - Crib and towels are free.
- Reservations of 1 day or 2 days must have daily housekeeping per Fontainebleau rules. Short stays of 1 or 2 days must pay for housekeeping each day.
 - Housekeeping every other day only applies to stays of three nights or more. The checkout day is automatically selected. On long stays of 3 days or more housekeeping is automatically scheduled on alternate days, since that is what most guests want. If you want every day housekeeping make schedule changes at the front desk or call us.
- The hotel charges fifty dollars per day plus tax (\$56.50) to clean junior suites 3-415, 3-1610, 3-1611 and 3-1905.
- The one bedroom unit 3-310 is larger and the cleaning charge is sixty-five dollars plus tax per day. (\$73.45)
- ***The hotel charges for housekeeping even if no cleaning is done. Even if you put up the "Do Not Disturb" sign and do not have housekeeping that day, housekeeping is still billed. There is no savings for not having housekeeping so please have housekeeping and enjoy a beautiful room.***

- Most guests pay housekeeping directly to the hotel at check-out time. Another option is to pre-pay housekeeping online when you reserve.

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

- Fontainebleau Policy
 - Check-in Time: 4 PM
 - Check-out Time: 11 AM
- Most guests want late check-out and most new guests want early check-in. There are still just 24 hours in a day, so unfortunately we must abide by the Fontainebleau'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.

Late Check-out

- **11 AM is check-out time**
 - There is flexibility for checkout if your room is vacant on the following day. Check availability for the following day at www.exactroom.com
- If the room is empty on the following date you may be able to check-out at 12 Noon.
- If the room is occupied the following day you will need to checkout at the front desk by 11 AM.
 - You must let the front desk know when you depart, because housekeeping will come to clean only when the computer system denotes that you have checked out.

Early Check-in

- If the room is clean and ready then early check-in is possible.
 - Check www.exactroom.com to see if your room is vacant on the previous day

- If check-in is delayed you can ask to wait in the Owner's Lounge on the 5th floor where it is comfortable.

Cancellation Policy

- You may cancel for any reason up to 30 days in advance of arrival and receive a full refund.
 - If you cancel less than 30 days before arrival no money will be refunded.

Hi Speed internet

- Each suite has an iMac Apple computer with complimentary internet access.
- If you bring your laptop or iPad you can connect to the Fontainebleau's complimentary wireless network .

Check-out

- Because the hotel is computerized it is important for the front desk to know you are checking out. ***It is very important that you settle your bill so the hold placed on your credit card by the Fontainebleau will be released.*** Please just tell the front desk your room number and that you are checking out. That way the front desk can make a computer entry to tell housekeeping to begin cleaning your room for the next guest.

Thank you and I hope you have a most enjoyable stay!

Tom Romkey
1-305-803-7000