

FREQUENTLY ASKED QUESTIONS

HOTEL BASICS

- **What time is check-in and check-out?**
 - Check-in: Begins at 3:00 PM on your check-in date.
 - Check-out: By 11:00 AM on your check-out date.
- **Can I request for an early check-in or late check-out?**
 - If you need to request for an early check-in or late check-out, simply reply to your pre-arrival SMS that we sent you or ask one of our team members in the lobby. Please note that this is subject to availability.
- **What are the front desk hours of operation, and how do I check-in if I am arriving after hours?**
 - Our regular front desk hours are 7:00 AM to 3:00 PM.
 - If you will be arriving after hours, please contact us as early as possible by email at newporthousepdc@gmail.com, with a minimum of 24 hours notice so we can provide you with instructions for arrival.
- **Where should I leave my room key(s) when I check-out?**
 - When checking out, you may drop off your key(s) at the front desk or leave them in your room.
- **Can I store my luggage before check-in or after check-out?**
 - Yes, please see our front desk for luggage storage before check-in, or after check-out.
- **Is breakfast included in my room rate?**
 - No, breakfast is not included. The front desk however can provide you with breakfast recommendations in the area, and sometimes may have coupons for discounts nearby.
- **Can a cot or crib be supplied in my room if I am travelling with an infant?**
 - Yes, this can be provided. Please contact the front desk before your arrival so the staff can prepare this for you.
- **Is the hotel wheelchair accessible?**
 - Yes, there is wheelchair access located next to the entrance.
- **Is Wi-Fi available?**
 - Yes, free Wi-Fi is available in our public areas and guest rooms.
- **Is there a safe in guest rooms?**
 - Yes, each guest room is equipped with a safe, where guests may store their valuables.
- **I lost something. Do you have a lost and found?**
 - Did you leave something behind? Stop by the front desk and we will be happy to assist you in locating your lost item.

FREQUENTLY ASKED QUESTIONS

GETTING THERE

- **Where is the hotel located?**
 - We are located at: 10 Avenida Norte & Calle 44. 77710 Playa del Carmen, Q.R.
- **Is parking available onsite?**
 - No, we do not have onsite parking.
 - You may park your car nearby in any available spaces indicated by a white dashed line. Find the closest PlayaParq Parking Meter and follow the instructions to register your plate. The cost to park is \$10 pesos per hour.
 - Another parking alternative you will find is along 10th avenue. There are a few 24-hour parking spaces, with the closest spot being 2 blocks away from Newport House.
- **Does the hotel offer a private transportation to get to the airport?**
 - Yes, please see our front desk who can assist you with getting private transportation to the airport.

ONSITE FACILITIES & SERVICES

- **Is there an onsite swimming pool?**
 - Yes, we have a rooftop swimming pool, open from 8:00 AM - 10:30 PM, daily.
- **Is there an onsite gym?**
 - No, unfortunately we do not have a gym at the hotel, however, we offer water sports equipment and yoga mats for rent.
- **Is room service offered?**
 - No, we do not offer room service. Please visit our front desk if you would like recommendations on the best food services apps in the area.
- **Do you offer onsite laundry or dry-cleaning services?**
 - No, we do not offer onsite laundry or dry-cleaning services, however there are several laundromats just a few steps from the hotel.

NEIGHBOURHOOD & NEARBY

- **What transportation or taxi services are available in the area?**
 - The most common way to get around is by taxi. Stop by the front desk for assistance in getting a taxi, or other transportation services within the area.
- **Is there a supermarket nearby?**
 - The nearest supermarket is Chedraui Select is on 10th Avenue and 34th street.
 - Walmart is located at 30th Avenue and 8th, and Mega at 30th Avenue and Constituyentes Avenue.
- **Are bicycles available to rent?**
 - Yes, we offer complimentary bicycles for rent, available to all guests.

FREQUENTLY ASKED QUESTIONS

HOTEL POLICIES

- **What is the hotel's pet policy?**
 - Pets are not permitted.
- **Is smoking allowed in the rooms, or on the hotel premises?**
 - Smoking is not permitted.
- **Do I need a credit card to check in, and does the hotel require a hold to guarantee incidental charges?**
 - A valid credit card will be required upon check-in.
 - A pre-authorization hold of \$50 USD is taken at the time of check-in to guarantee any incidental charges.
 - This pre-authorization hold will be released upon check-out as a reversal (i.e. will not appear as a refund), and it may take up to 3-10 business days for the hold to disappear from your bank account / bank statement, depending on your financial institution
- **What is the hotel's cancellation policy?**
 - For detailed information about our cancellation policy, please refer to your booking confirmation email or the cancellation policy provided at the time of your reservation.
 - The specific cancellation policy can vary depending on whether you have booked directly on our hotel website, or on an Online Travel Agency website (e.g. Booking.com, Expedia, etc.).
 - If you should need to modify or cancel an existing reservation, please refer to the “Reservations” section of the FAQ.

FREQUENTLY ASKED QUESTIONS

RESERVATIONS

- **How do I make a reservation?**
 - To make a reservation, please visit our website at www.newporthouseplaya.com, search for available rooms by entering your Arrival and Departure dates, and by clicking "Book a Room".
- **My plans have changed, how can I modify or cancel my reservation? (For reservations booked directly on the hotel website)**
 - To modify or cancel an existing reservation that was made directly on the hotel website:
 1. Visit our website at www.newporthouseplaya.com and click "Modify Booking" in the top-right corner of the page.
 2. In the panel pop-up on the left-hand side, find your existing booking by entering your Booking Number found in your email confirmation (e.g. 9JNAMUD6), OR enter your last name and check-in date.
 3. Modify your booking as required by clicking "Edit Dates", "Edit Room", or "Cancel Booking".
 4. Follow the prompts as displayed to submit the change or confirm cancellation.
- **My plans have changed, how can I modify or cancel my reservation? (For reservations booked on an Online Travel Agency website e.g. Booking.com, Expedia, etc.)**
 - To modify or cancel an existing reservation that was made on an Online Travel Agency website, please contact the Online Travel Agency directly.
- **What are the accepted payment methods?**
 - We accept most major credit cards including Visa, Mastercard, American Express, and Debit.

BOOKINGS FOR GROUPS

- **Can you accommodate weddings / events / large group bookings? Who can I reach out to?**
 - To inquire about group bookings, weddings, or events, please visit our website at www.newporthouseplaya.com and complete our Group & Events Inquiry form.
- **How do I assign each room to be under my guests' names?**
 - The person making the reservation will need to check-in on behalf of all the guests and assign names at check-in.
 - Alternatively, each group member can reserve their own room under their name & pay for it directly themselves. Please note that our system will flag to us if less than 4 rooms are booked using that code and you will be charged an additional fee after your stay.