

Doubletree Frequently Asked Questions.

Here are a few of the questions we get asked most frequently.

Q. Are pets allowed at the hotel?

A. Yes we are a pet friendly hotel. Size limit is 25 pounds and there is a non refundable \$75 fee per stay.

Q. How much does it cost to park at the hotel?

A. Parking is \$10 per day plus tax in our gated self parking area and \$18 per day for valet parking. If you are attending a meeting just for the day the valet parking is \$12 and self parking is \$10.

We now offer a Park and Play Package with parking included! [Click Here to Book!](#)

Q. What types of rooms offer microwave and refrigerator?

A. Only our “**Deluxe**” room types feature a microwave, refrigerator and wet bar area. They are located near the main pool of the resort. Refrigerators are available for rent for \$10 per day based on availability for our other rooms. [View our Accommodations Page here.](#) Please note: Tower rooms do not come with microwave / refrigerators but may be requested for a fee.

Q. Who would I contact about planning a meeting, group or a wedding at your hotel?

A. Click here for our [Request for Proposal](#) page and someone from our Sales team will contact you by the next business day.

Q. What are the hours for the free shuttle to the theme parks? Do I need to make reservations?

A. The shuttles run on a schedule and the times and frequency change based on season. It also is dependent on the individual park hours. A new schedule comes out every week so check with the guest service desk upon check in for the most accurate schedule. Reservations are recommended for the early shuttles or during peak season as they fill up fast. You may make a reservation the night before.

Q. I see that SeaWorld is within walking distance. How far is it?

A. The hotel actually has a gate at the back of our property that leads directly to SeaWorlds parking area. It's about a 5 minute walk.

Q. Do you offer Free Breakfast at the hotel?

A. No, however, the hotel does have several options including a full breakfast buffet and a la carte options in Bamboo Grille or breakfast sandwiches, Danish and coffee are available for purchase in Max's Deli.

We do offer a Bed & Breakfast Package! [Click Here to Book!](#)

Q. Is there a resort fee at the hotel?

A. No, the hotel does not charge a resort fee; however, a credit card is required at check in. A \$25 per day "hold" will be placed on your card to cover expenses such as parking, internet use and other room charges you may incur during your stay. At check out you will have the option of leaving these charges on your credit card or paying with another method and the "hold" will be released in 3 – 5 business days according to your individual financial institution. Overseas accounts may take longer.

Q. May I make a reservation via email?

A. No. Credit card information is required to book a room and for security reasons we recommend you [Book Online](#), call direct to 407-352-1100 or Toll Free 1-800-327-0363.

Q. Do you have 1 bedroom suites?

A. Yes, the hotel has a few 1 bedroom suites on property. Due to limited availability advance reservations are required and they are not subject to HHonors upgrades.

Q. Do you have rollaway and / or cribs?

A. Yes. There is a \$15 per day fee for rollaway and cribs are free. Some rooms may not accommodate a rollaway and Florida fire code states we cannot have more than 5 people in a room with 2 double beds.

Q. Do you offer babysitting services?

A. No, the hotel does not offer babysitting services; however, there are several companies in operation in the Orlando area. The guest service desk can assist you in setting up a sitter. These companies are operated by outside agencies, are licensed and bonded and charge by the hour. Many have a 4 hour minimum.

Q. What is the age limit for the Kids Club activities?

A. Kids of all ages are welcome in our Kids club however we ask that children under the age of four be accompanied by a parent or guardian. Children ages 4-10 are welcome to attend any of our club activities. Activity fees and drop off charges may apply

Q. Is there transportation to other parts of Orlando for dining and shopping?

A. Yes! There are a few options to get around the International Drive shopping and dining areas. The most popular is the I-Ride Trolley. This service travels the International drive corridor with stops at all the major shopping and dining districts. Multi day passes are available at our guest service desk.

Q. What are the prices for theme park tickets?

A. There are several ticket options for all the major theme parks in Orlando. From 1 day passes to multi day tickets, the prices vary depending on any options you may wish to add-on such as dining and water parks. For the most current prices please check the theme park websites. Many of these tickets may be purchased at hotel guest services.

Sea World Orlando - <http://www.seaworld.com/tickets/visitors.aspx>

Universal Orlando http://www.universalorlando.com/Tickets/tickets_2.aspx

Walt Disney World Resort Theme Parks <http://disneyworld.disney.go.com/tickets-passes/>
(please note, Walt Disney World 1 day passes are only available at the gates)

Q. Does the hotel offer in-room safes?

A. Yes! As of August 2011 all of the rooms have an in-room safe. There are safety deposit boxes also available at the front desk free of charge. These do not fit laptops however.

Q. Does the hotel have guest laundry?

A. Yes the hotel has coin operated laundry facilities.

Q. Does the hotel provide transportation to and from the airport?

A. No the hotel does not provide transportation to or from the airport. There are several options for ground transportation located at the airport.

Q. Does the hotel have a Spa?

A. Yes. It is owned and operated by L'Esprit Day Spas. They can be reached direct at 407-355-0505.

Q. Does the hotel have a fitness center?

A. Yes. The hotel has a fitness center with Precor fitness equipment.

Q. Do the guest rooms have irons/ironing boards? Hair dryers?

A. Yes all our rooms have both of these amenities.

Q. Do all the guest rooms have bathtubs?

A. No. Some of our rooms have a shower and some have a tub/shower combination.

Q. Will the hotel receive and hold packages for guests?

A. Yes – there are fees for receiving packages.

For packages under 25 pounds the cost is \$10 USD; packages 25 pounds and over \$25 USD. Pallets are \$250 USD per pallet. Guest may only store packages for up to 3 days. Anything longer than 3 days may result in additional storage fees.