




FREQUENTLY ASKED QUESTIONS

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?
 - We have a 24/7 front desk but if you are planning to arrive in the evening, please send us a message so we can ensure to hold your room. You can also reach us by phone: 254-964-3009
 - Can I store my luggage before check-in or after check-out?
 - Yes, availability is limited. Please see our front desk for luggage storage.
 - Is breakfast included in my room rate?
 - Yes, a breakfast pastry option is included with coffee.
 - Can a cot or crib be supplied in my room if I am travelling with an infant?
 - Pack and Plays are available upon request, subject to availability.
 - Is the hotel wheelchair accessible?
 - Yes, we are wheelchair accessible.
 - Is Wi-Fi available?
 - Yes, free Wi-Fi is available in our public areas and guest rooms.
 - I lost something. Do you have a lost and found?
 - Stop by the front desk and we will be happy to assist you in locating your lost item.
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GETTING THERE:

- Where is Interstate Inn located?
 - We are located at: 811 East Road, Stephenville, Texas 76401
- Is parking available onsite?
 - Yes, we offer free parking.

ONSITE FACILITIES & SERVICES:

- Is there an on-site swimming pool?
 - Yes, we have an outdoor swimming pool available from 8 AM to 9 PM, open spring through fall, subject to weather.
- Is room service offered?
 - We currently do not offer room service, but offer complimentary breakfast service to your room.
- Do you offer onsite laundry or dry-cleaning services?
 - Unfortunately we do not offer onsite laundry or dry-cleaning services.
- Click the [link here](#) to view which services are offered.

FOOD & BEVERAGE:

- What are the hours of operation at The Seeker?
 - Bar opens at 3pm, with happy hour until 5pm
 - Tuesday - Thursday 5 pm - 9 pm
 - Friday & Saturday 5 pm - 10 pm
 - Sunday brunch 10 am - 2 pm
- How do I make a reservation at The Seeker?
 - Book on [OpenTable - Linked Here](#)
- Beverages and snacks are also available to purchase in the lobby.

NEIGHBORHOOD & NEARBY:

- Click the [link here](#) to view local attractions.



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HOTEL POLICIES:

- What is the hotel's pet policy?
 - Pets up to 15 lbs are allowed with certain restrictions and subject to availability. A \$50 pet fee per night applies. Please contact us to make arrangements for your pet.
- Is smoking allowed in the rooms, or on the hotel premises?
 - Smoking is prohibited in guest rooms and on the hotel premises. A \$250 smoking fee will be charged to the card on file if there is any evidence of smoking.
- 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 \$100 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.



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RESERVATIONS:

- How do I make a reservation?
 - To make a reservation, please visit our website at theinterstateinn.com, search for available rooms by entering your Arrival and Departure dates, and by clicking "Book Now".
- 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:
 - i. Visit our website at theinterstateinn.com and click "My Bookings" at the bottom of the page.
 - ii. 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. 1234), OR enter your last name and check-in date.
 - iii. Modify your booking as required by clicking "Edit Dates", "Edit Room", or "Cancel Booking".
 - iv. 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 reach out to us at hello@theinterstateinn.com

