

COMFORT INN & SUITES ROBERTSON GARDENS

Question - What if I want to change my reservation, or cancel my reservation?

For guests with **existing individual reservations**, including reservations with pre-paid rates made directly with Comfort Inn & Suites Robertson Gardens Hotels, we will allow changes or cancellation up to 24 hours by 4pm local time. If you've booked a cancellable rate and paid in full the refund will be processed or date change applied. If you've booked a non-cancellable, prepaid rate directly with Comfort Inn & Suites Robertson Gardens Hotels, no refund will be processed.

For a limited time if the reservation is affected by Covid-19, guests making new individual reservations directly with Comfort Inn & Suites Robertson Gardens Hotels, we will allow those reservations to be changed or cancelled at no charge up to 24 hours before a guest's scheduled arrival date.

Guests who booked via online travel agents or other third parties are advised to contact their booking provider for information on their policies and for assistance.

IMPORTANT NOTE: For reservations booked via the GDS, please ask the guest to contact their travel agent to cancel the reservation. Do not cancel the reservation at the hotel level.

Question – What time is check-in/out?

Check-in is from 2pm and check-out is before 10am.

Question – What are your hours of operation and accessibility?

Our reception operates 24 hours.

Question - Can I check-in or check-out without going to the front desk?

We have a zero-contact check process that eliminates the need to go to our front desk. Payment for booking paid in full on arrival. Credit card details taken for incidentals/charge at time of order.

If your stay has been paid in full prior to check out, we have a key return box where keys can be dropped as an alternative to entering reception.

Question - What facilities or F&B outlets will I still have access to at the property?

Gardens Restaurant is on-site, and open for breakfast and dinner daily with room service options for lunch.

Question - What are your guest room cleaning procedures?

Rooms are left for 72 hours after a guest departs before they are cleaned. This is to leave sufficient time for any potential remnants of the virus to die before staff enter the room for cleaning. Once the room is cleaned, staff spray all surfaces and door handles with Rese Qant sanitiser.

Question – What are you doing to ensure cleanliness in public areas?

We have enhanced our long-standing cleanliness protocols in line with government recommendations regarding disinfecting, sanitising, hygiene and social distancing.

Hand sanitisation stations have been set up in all public areas including before the entrance to reception.

Surfaces are being sanitised by staff upon the exit and entry of all guests.

Question – Do you have rooms I can use for day use as a workspace?

Answer – Yes. We have a daily rate for hotel rooms with an office set up, unlimited, fast-speed WIFI, phone, printing services available, air-conditioning. Day use-guests will have access to the room-service menu and walking tracks around the property for some fresh air, to clear your mind and stretch your legs on your lunch break.