



FREQUENTLY ASKED QUESTIONS

DO YOU HAVE COURTESY SHUTTLES TO/FROM THE AIRPORT?

- Yes! Sheraton Arlington Hotel has a courtesy shuttle to and from Dallas/Ft. Worth International Airport. The shuttle is available from 6:30am to 9:30pm seven days a week. After your stay, to return to DFW Airport, please make advance reservations at our concierge desk. The shuttle departs for the airport once an hour; on the half hour only.
- Once at the airport and luggage has been picked up, please call 817-261-8200. The operator will get the needed information; give the guest instructions and an estimated time of pick-up.

WHAT IS CHECK-IN/OUT TIME AND CANCELLATION TIME?

- Check-in time is 3:00pm / Check-out is 12:00pm
- At check-in, the minimum age for a registering guest is 21 years of age
- Cancellation time is 4:00pm
- Cancellation time is 24 hours prior to arrival on all group reservations

WHAT ARE YOUR BOX SHIPPING/RECEIVING CHARGES?

	0-20 boxes	20+ boxes *
0-50 lbs.	\$2.00 p/box	\$5.00 p/box
51-100 lbs.	\$5.00 p/box	\$10.00 p/box

* including the first 20 boxes

DO YOU HAVE ON-SITE RESTAURANTS AND WHAT ARE THE HOURS?

The Cactus Pear: Serves Breakfast from 6:30am -10:30am; Lunch from 11:00am - 2:00pm; Dinner from 5:00pm - 10:00pm daily.

Room Service: Hours available - 6:30am to 11:00pm.

The Market Place: Conveniently located in the lobby of the Sheraton Arlington Hotel.

Hours: 6am-8pm daily

Special extended hours during Baseball season and game nights: 6am-11pm

DO YOU PROVIDE TRANSPORTATION TO AREA ATTRACTIONS?

- The city provides a complimentary trolley (Fun Central Trolley) to and from area attractions for all registered guests. Our hotel also offers a courtesy shuttle that may take guests anywhere within a three-mile radius. The hotel shuttle is BASED UPON AVAILABILITY between the hours of 7am to 10:30pm and will not run to Hurricane Harbor, Six Flags, or the Ballpark when the Fun Central Trolley is being offered.

IS THERE ON-SITE AUDIO VISUAL AVAILABLE?

- Swank Audio Visuals provides state-of-the-art audio visual equipment, and dedicated professional technical expertise for your event needs. For additional information please call 817-261-8200 ext. 2252.

DO YOU HAVE A BUSINESS CENTER?

- No. Copies and Faxes can be handled through the Front Desk

HOW MUCH DOES IT COST TO PARK?

- Complimentary self-parking and Valet parking is available at a rate of \$5.00

IS THERE A LAUNDRY OR DRY CLEANING FACILITY AVAILABLE?

- Laundry/Valet is available and prices may vary.
- Same day dry cleaning services are available and must be turned in by 8:00am to be returned by 6:30pm same day.
- Self – Service washers and dryers located on the 3rd floor of the hotel

DO YOU HAVE A HEALTH CLUB?

- Yes, Located on the Lobby Level; Open from 6:00am – 10:00pm.