

## **Bear Lodge FAQ**

### **When is check-in/check-out?**

Check-in is 4:00pm AST. Check-out is 11:00am AST. Please note that we are unable to offer late check-outs during the summer months.

### **Where is the hotel located?**

Bear Lodge is located at 325 Wedgewood Drive, Fairbanks AK 99701.

### **Is on-site parking available?**

On-site parking is available at no charge to all guests.

### **Is shuttle service available?**

Bear Lodge offers **limited** complimentary courtesy van service. The van will operate **daily from 6am to 10pm only**. As the van has limited seating, delays may be experienced depending on demand. Please plan accordingly.

## **SPECIAL NOTE**

Complimentary courtesy van service is provided for non-group travelers only. Individuals traveling with or joining a tour group are responsible for their own transfers to and from the hotel. Please contact your tour operator for transfer options

### **Is smoking allowed?**

Bear Lodge is 100% smoke-free in all indoor spaces. Smoking however is allowed outdoors in designated areas.

### **Are there handicap accommodations?**

Bear Lodge does have ADA compliant rooms. In addition, TDY phones and lighted doorknockers available upon request.

### **Is there a charge for internet use?**

Complimentary high-speed wireless internet access is available in the lobby.

### **Are computer kiosks available?**

Bear Lodge has complimentary computer kiosks available for guest use in Bear Essentials Internet Café. The kiosks feature internet, word processing and spreadsheet capabilities. Printers are also available for guest use.

### **Is fax service available?**

Fax service is available at the Front Desk.

### **Is there a fitness center?**

Bear Lodge does not have a fitness center but is home to the Wedgewood Wildlife Sanctuary. The Sanctuary features over two miles of nature trails with connecting trails to additional nature trails all of which are great for walking, running and wildlife viewing.

### **Are laundry facilities available?**

Bear Lodge does have on-site guest laundry facilities. Please check with the Front Desk for location, hours, and to purchase tokens.

**Are pets allowed?**

Bear Lodge is a pet free facility but does accommodate service animals.

**What activities are available at Bear Lodge?**

Bear Lodge is home to the [Fountainhead Antique Auto Museum](#), the [Wedgewood Wildlife Sanctuary](#), and many other [activities](#). For venturing off property, ride the Fountainhead Hotels complimentary trolley (mid-May thru mid-September) available for hotel guests only. Please see directory for route and schedule.

**What is the maximum number of guests allowed in a room?**

The maximum number of people allowed in a room is 4.

Please note, all rates are based on single/double occupancy. Each additional person is an additional \$10/person per night.

**Is there a charge for children?**

All children 2 and under stay free with an adult.

**Are roll-a-ways and cribs available?**

Complimentary roll-a-ways and cribs are available upon request. Please request in advance to assure availability.

**Are connecting suites available?**

Bear Lodge does not have connecting suites.

**What is the cancellation policy?**

To avoid penalty, cancellations must be made at least 24 hours in advance.

Cancellations of less than 24 hours will be charged a penalty equivalent of one night's stay at the applicable rate.

**Is there an early departure fee?**

Certain penalties may apply depending on minimum stay requirements for specific rates. Please check with Front Desk.

**What forms of payment are accepted?**

Bear Lodge accepts all major credit cards.

For cash and check paying customers, Bear Lodge requires a \$300 deposit and pre-payment of the entire stay at check-in.

Credit card guarantee is required on all reservations regardless of final payment method.

**What is minimum age for check-in?**

At least one person in each room must be 21 years or older.

**What are the restaurant hours?**

Bear Lodge has on-site restaurant, cafe and lounge facilities mid-May through mid-September only. Please check your directory for hours.

**Is breakfast included?**

Bear Lodge does not offer complimentary breakfast.

**Is room service available?**

Bear Lodge does not offer room service.

**Does Bear Lodge have meeting and/or conference facilities?**

Wedgewood Resort is perfect for small or large meetings/special events. For more information [click here](#) or contact our catering manager at 907.450.2166 or [catering@fdifairbanks.com](mailto:catering@fdifairbanks.com)

**Who should be contacted regarding billing questions?**

Please contact accounts receivable at 907.458.6116 or [accounting@fdifairbanks.com](mailto:accounting@fdifairbanks.com)

**Be sure to ask for a Northern Lights wakeup call!**

**If you have any questions not answered here, please contact us and we will be happy to assist you.**