

 **Wedgewood Resort**

 **Sophie Station Suites**

 **Bear Lodge**

Locally Owned & Operated in Fairbanks



FountainheadHotels.com 1.800.528.4916 askus@fountainheadhotels.com

Frequently Asked Questions

Q. When is check-in and check-out?

A. Check-in is 4:00 PM and check-out is 11:00 AM Alaska Standard Time (AST)/Alaska Daylight Time (ADT). Please note that we are unable to offer late check-outs during the summer months (mid-May through mid-September).

Q. Where in Fairbanks are you located?

- **Wedgewood Resort** - 212 Wedgewood Drive in east Fairbanks, near the University of Alaska Fairbanks and downtown shopping. Distance from the airport is 5.5 miles; allow 15 minutes for travel time. Complimentary parking with head bolt heater outlets.
- **Sophie Station Suites** - 1717 University Avenue in west Fairbanks, near the airport and University of Alaska Fairbanks. Distance from the airport is 2.8 miles; allow 10 minutes for travel time. Complimentary parking with head bolt heater outlets.
- **Bear Lodge** - 325 Wedgewood Drive in east Fairbanks, near the University of Alaska Fairbanks and Downtown shopping. Distance from the airport is 5.5 miles; allow 15 minutes for travel time. Complimentary parking.

Q. Do you have a shuttle service?

A. YES. Complimentary 24-hour shuttle service is available for arriving and departing guests at Fairbanks International Airport and the Alaska Railroad Station. Groups must make own arrangements.

Q. How do I get a shuttle?

A. With luggage in hand, call your hotel:
Sophie Station Suites **(907) 479-3650**
Wedgewood Resort **(907) 452-1442**
Bear Lodge **(907) 452-2327**

Q. Is your Front desk staffed 24 hours?

A. YES

Q. What is the cancellation policy?

A. 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.

Q. Is there a surcharge for internet use?

A. NO. Complimentary wireless internet access is available throughout all guest rooms and public areas. Public computer and printer available.

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Q. Is smoking allowed?

A. NO. There is a \$500 fee for violation of our smoking policy.

Q. Are laundry facilities available?

A. YES. Check with Front Desk for hours, and to purchase tokens & detergent. An iron and ironing board is available in each guest room. Dry cleaning service is available.

Q. Do you offer a guest rewards program?

A. NO

Q. Do you offer a complimentary breakfast?

A. NO

Q. Are pets allowed on hotel properties?

A. No. Pets are not allowed, however all service animals as defined by the ADA are welcome.

Q. What is minimum age for check-in?

A. At least one person in each room must be 21 years or older unless prior approval is received from management. Consideration for reservations for those under 21 is made on a case by case basis.

Q. Bed Tax 8% - Tax Exempt Status.

A. In order to be tax-exempt, the room must be paid directly by a government agency, an organization granted tax-exempt status by the IRS, or the stay must be a minimum of 30 days. Please expect to provide proof of tax-exempt status. We accept government issued checks, government issued credit cards, government issued purchase orders, and IRS letters proving tax-exempt status. State letters of tax-exempt status are not applicable.

If you have a question regarding billing contact:

Accounting at (907) 458-6116
or kerryt@fountainheadhotels.com

CREDIT/DEBIT /CHECK CARD NOTICE

Use of a credit/debit/check card as security or payment for your room IMMEDIATELY PLACES A HOLD ON YOUR AVAILABLE FUNDS. NOTE - Your financial institution may continue to hold these funds for an additional five to seven business days after you check out. The amount of the authorization/hold requested will be the amount of room and tax for the length of your stay plus a \$300 deposit for incidentals. Fountainhead Hotels will not accept responsibility for overdraft charges resulting from holds placed on your account nor will Fountainhead Hotels contact your financial institution to request a release of funds.