



Frequently Asked Questions

DUNE Basics

- What time is check-in and check-out?
 - Check-in begins at 3:00PM on your arrival date
 - Check-out by 11:00AM on your departure date
- Can I request for an early check-in or late check-out?
 - If you would like to request for an early check-in or late check-out, check your reservation confirmation to make request. Please note that this is subject to availability and is not guaranteed.
- What are the front desk hours of operation?
 - We are a contactless property allowing our guests to check in and out with ease. While we do not staff our office daily, we are available by phone Monday thru Friday 9AM to 5PM. We are available by email and phone after hours for emergencies.
- Can I store my luggage before check-in or after check-out?
 - While we do not have staff in the office for standard hours, we usually have cleaning staff on the property daily between 8AM – 3PM. If we can accommodate this request we are more than happy to.
- Can a crib be supplied if we are traveling with an infant?
 - We are more than happy to provide a pack in play - subject to availability. Please request this prior to arrival.
- Do you have air mattresses available?
 - We have a limited number of air mattresses and certain rooms are able to accommodate these to allow for more comfortable sleeping arrangements if traveling with children. Based upon availability, children under 12 are free of charge and those older than 12 will incur a fee. Please request this prior to arrival.
- Is Wi-Fi available?
 - Yes! We provide hi speed Wi-Fi for our guests. Login credentials are provided in your room upon check in.
- Is smoking allowed?
 - DUNE is a smoke free property. There is no smoking permitted in the guest rooms or on the hotel premises.

- Can we bring our pet?
 - Pets are welcome in our select pet friendly rooms, located on the ground level of the property. There is a limit of two pets allowed in Room 1 and one pet allowed in Room 2 and a \$75 fee per pet is applied at check-in.

- I left something behind. Do you have a lost and found?
 - If your item has been located by our staff and someone is in the office, please stop by and we will be happy to assist you. If there is not a staff person on-site, please send us an email and we will help with returning your item.

- Is there a restaurant on-site?
 - No, we do not have a restaurant on-site however there is a market located directly across the street which serves breakfast and lunch with later hours seasonally. We also have incredible restaurants in town and have provided a list in the "Our Favorites" section of the website.

- What is the cancellation policy?
 - For detailed information about our cancellation policy, please refer to your booking confirmation email or the 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, Airbnb, etc.)
 - If you need to modify or cancel an existing reservation, please refer to your confirmation email to modify your reservation.

GETTING THERE

- Where is the hotel located?
 - Our address is 1160 Reef Road, Fairfield, CT 06824.
- Is there parking on-site?
 - Yes, each room has one parking spot free of charge.

ON-SITE FACILITIES

- Do you offer beach towels?
 - Yes! There are two beach towels in each room. Our staff replaces bath and beach towels daily.
- Is there a swimming pool?
 - No, we do not have a swimming pool but our private shared beach is the perfect place to take a dip!
- Is there a gym on-site?

- o No, we do not have a gym onsite however we suggest FITCLUB which is right down the street from DUNE.