

## **WELCOME, Nightly Guests!**

### **Frequently Asked Questions (FAQ)**

**1. WHERE DO I CHECK-IN?**

You access the entrance to our check-in desk via 923 Robie Street, entering at the 2<sup>nd</sup> entrance to Loyola Residence Building (following the outdoor signage). You are at the correct entrance when you see the Royal Bank machine to your left. Walk straight to the end of the hallway, turn left and you will see the check-in desk.

**2. IS PARKING AVAILABLE?**

YES, we are pleased to provide you parking when staying with us in our overnight accommodations. Please note, leave luggage in your vehicle and check-in first. Our front desk staff will require your license to register your vehicle and will also provide directions for parking.

**3. DO YOU HAVE FREE WIFI?**

YES, WIFI is available and accessed using your own device. Access is renewed daily.

**4. IS THERE ACCESS TO A GYM?**

YES, the Homburg Fitness Centre is available to overnight guests. (Must be 16 years of age or older.)

**5. WHAT TIME IS BREAKFAST?**

Breakfast is available 7 days-a-week, 7:30 - 9:00AM and is included in your nightly room rate.

**6. ARE LAUNDRY FACILITIES AVAILABLE?**

YES, you can purchase laundry cards at the dispenser next to Loyola Check-In Desk.

**7. DO YOU HAVE IRONS OR HAIR DRYERS?**

YES, based on availability, these items may be signed out at our Loyola Check-In Desk.

**8. DO YOU HAVE AIR CONDITIONING?**

While we do have fans in each room, our residences are not air conditioned.

**9. HOW ARE THE TAXES BROKEN DOWN AND APPLIED?**

We are required by law to charge a standard 15% HST (Federal Harmonized Sales Tax) and a 2% city/marketing tax on each nightly room rate. Please note: city tax may be increasing in 2023. Booking.com and Expedia show our nightly rates prior to these applicable taxes.

**10. IS THERE ANY TRANSPORTATION AVAILABLE TO AND FROM THE HALIFAX INTERNATIONAL AIRPORT?**

YES, we recommend the Halifax Airport Express Shuttle as a transportation service. Please note that reservations are required to utilize this shuttle. They can be contacted by telephone at 1.800.575.1807 or online at [www.halifaxairportexpress.com](http://www.halifaxairportexpress.com).

**11. WHAT ARE SOME POPULAR HALIFAX ATTRACTIONS?**

Halifax Citadel National Historic Site, the Canadian Museum of Immigration at Pier 21, Casino Nova Scotia, the Maritime Museum of the Atlantic, the award-winning Halifax Public Library, and the Discovery Centre.