



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

WHAT ARE YOUR BOX SHIPPING/RECEIVING CHARGES?

	0-20 boxes	20+ boxes *
0-50 lbs.	\$2.50 p/box	\$5.00 p/box
51-100 lbs.	\$5.00 p/box	\$10.00 p/box
101-200 lbs.	\$15.00 p/box	\$20.00 p/box
201-& up lbs.	\$20.00 p/box	\$30.00 p/box

* including the first 20 boxes

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

Parkside Grille Restaurant : Serves Breakfast from 6:30am -11:00am;
Lunch from 11:00am - 2:00pm;
Dinner from 5:00pm - 10:00pm daily.

Parkside Grille Lounge: 4:00pm – 1:00am M-F, 12 noon-1:00am S&S

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

Market Place: Conveniently located in the lobby of the Sheraton Arlington.
Starbucks 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 6:30am to 9:30pm 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?

- **PSAV - Audio Visuals provides state-of-the-art audio visual equipment, and dedicated professional technical expertise for your event needs.**

DO YOU HAVE A BUSINESS CENTER?

- **Yes, located in our main lobby with access to computers and a printer**

HOW MUCH DOES IT COST TO PARK?

- **Complimentary self-parking**

IS THERE A LAUNDRY OR DRY CLEANING FACILITY AVAILABLE?

- **Laundry/Valet are available and prices may vary.**
- **Same day dry cleaning services are available and must be turned in by 8:30am to be returned by 5pm same day. Not available on Sundays**
- **Self – Service washers and dryers located on the 3rd floor of the hotel, can purchase detergent in the Marketplace.**

DO YOU HAVE A HEALTH CLUB?

- **Located on the lobby floor; Open from 24 hours with room key access**