

## **Booking Tips for the DELUXE On-site Hotels at Universal Orlando**

Check-in 4:00pm

Check-out 11:00am

Must be 21 years old to check-in

5 Day Cancellation Policy

### **Loews Portofino Bay Hotel**

- Garden/Bay Rooms are 450 sq ft
- Most Deluxe 2 Queen Rooms already have pull out sofa in room- great for family of 5 (also 490 sq ft and separate tub and shower so nice up sell)
- Musica della Notte (Music of the Night) occurs nightly at dusk in the Harbor Piazza
- All Club rooms are Deluxe Rooms
- Club Lounge is located just off the lobby with gold key access for club level guests
- Very few smoking rooms available- on request only
- 1 Presidente Suite- can be connected to 3 Bay View rooms
- 2 Governatore Suites (slightly smaller vs Pres in study and no patio)- can be connected to 1 Bay View
- Kids Suites are themed and decorated as “Minions”

### **Hard Rock Hotel**

- Standard/Garden/Pool Rooms are 375 sq ft
- Pool has underwater sound system
- Velvet Sessions is a lobby concert that occurs the last Thursday of the month- \$35 ticket (excludes Nov/Dec)
- All Club Rooms are on Club 7- located on 7<sup>th</sup> floor with key access onto floor
- All rooms are non-smoking
- Located closest to Universal Studios/CityWalk, only 5 min walk
- The hotel has very few King rooms
- Only hotel with Kids Club Suites (kids suites with club access)
- 1 Presidential Suite- Graceland located on Club level- can be connected to 1 Pool View

### **Loews Royal Pacific Resort**

- Standard/Water Rooms are 335 sq ft
- Luau is every Saturday night year round and Tuesday nights in Summer- reservations rec. (can be pre-booked through Universal Vacations for commission)
- All Club Rooms are on 7<sup>th</sup> floor of the third tower with key access onto floor
- Very few smoking rooms available- on request only
- 2 Presidential Suites- can be connected to 1 Water view each
- Jurassic Park themed Kids Suites. (Transformers themed kids suites soon to come)

### **General Deluxe Hotel Information:**

- All rooms are either 1 King (sleeps 3 adults + rollaway) or 2 Queen (sleeps 5 adults + rollaway)
- Rollaway is \$25 per night and should be reserved when making reservation
- Your room key allows access to all 4 On-site hotel venues (i.e. Hard Rock pool if staying at Portofino, etc.)
- Complimentary wireless internet
- Activities for children including games, arts and crafts and character dining.
- When there is inclement weather (lightning) and the water taxi are on hold, take the shuttle bus
- In room amenities: 24 hr room service, Keurig Coffee Maker, internet (nominal fee), ihome clock radio, hairdryer, in room safe, On Demand<sup>®</sup> in-room movies, Refreshment pantry

### **Loews Loves Pets**

- Pets receive a welcome amenity upon check-in with bowl and treats
- Pet room service is offered for specific pet needs
- Cleaning fee of \$50 will be charged per room
- No more than two pets may occupy any one guestroom
- Guests must be booked in pet friendly rooms
- Arrangements must be made with housekeeping for daily room cleaning
- Dogs may be walked in designated areas only
- If the dog's behavior results in complaints by other guests, the owner may be asked to board the dog in an outside shelter
- Pets are not allowed in the pool/lounge or restaurant areas
- \$20 per hour Time Out Fee if dog is removed by staff
- Portofino: Garden/Bay Rooms, Hard Rock: Standard/Garden/Pool, Royal Pacific: Standard

### **Club Level Amenities for Deluxe Hotels**

- Access to Club Lounge- open daily
- Internet access and TV viewing area
- Admission to fitness center
- Personal concierge services to help with all your vacation needs
- Coffee, tea, and soft drinks throughout the day
- Continental breakfast served each morning
- Hot & Cold Hors d'oeuvres and Complimentary beer and wine, along with \$5 cocktails
- "Sweets Hour" each night