



## Reservation

### **How can I make a reservation without a credit card?**

All reservations require a valid credit card to guarantee your arrival. However, if you do not have access to a valid credit card, you may contact the property at least 3 to 4 weeks ahead and make a temporary reservation pending money order deposit. Deposit must be received at least 7 days prior to the check in date or the reservation will be cancelled.

### **Do you have a shuttle service to Disneyland? Can I leave my vehicle with you?**

Unfortunately we do not provide our own shuttle service to the park. However, we're within walking distance (10 ~15 minutes) to Disneyland®'s Mickey and Friends parking lot where you may take the free tram service to the Maingate and Downtown Disney®. You may also leave your vehicle with us once you've registered the car plate at the front desk.

You may also use Anaheim Resort Transit, or ART which provides shuttle service from Disneyland to the bus stop just around the corner of Ball Road and Disneyland Drive. For more information on fares, schedules, and routes, please visit ART website <http://www.rideart.org>.

### **What do you serve in your continental breakfast?**

We serve complimentary donuts, toast, juice, coffee, milk and cereal.

### **Do you sell discounted Disneyland® tickets?**

We offer 2 or 3 day Hopper® pass (good for both Disneyland® and Disney California Adventure®) depending on the season. Be sure to call us directly for the current promotions and ticket availability. For a list of current ticket prices offered please click [here](#).

### **What is the easiest way to get from Los Angeles (LAX) or Orange County (SNA) airport to the hotel?**

The easiest way is through Super Shuttle (1-800-Blue-Van) or Prime Time Shuttle (1-800-Red-Vans). Upon exiting the terminal, please look for a sign indicating <Shared Bus / Van>. A service personnel will be able to assist you getting on the appropriate shuttle. Please be aware that there are two (2) Super 8 locations in Anaheim so be sure to inform the driver that you'd like to go to Super 8 located on 915 . Disneyland Drive. You do not need to make advance

reservations, however, should you need return service we advise you to make advance reservation at least 24 hours prior to your departure time.

**Do you know the rates for a taxi from the airport to the hotel?**

No. Please contact Yellowcab.com for the most accurate fare information. The hotel is located 35 miles away from LAX (Los Angeles International Airport) and 14 miles away from SNA (John Wayne/Orange County Airport).

**How can I find more information about your hotel?**

Please visit our website at [www.super8motel.net](http://www.super8motel.net) or call us toll free at 1-800-248-4400. You may also email us at [frontdesk@super8motel.net](mailto:frontdesk@super8motel.net).

**This is my first time visiting Anaheim/Disneyland®, what suggestions do you have?**

Please visit our **Help Me Plan My Trip** page or our **Super Blog** for tips and suggestions!

**Can we request adjoining rooms at the time of booking since we have young kids accompanying with us?**

Yes. We do have limited adjoining rooms available and it is assigned on a first come first serve basis. Guests are encouraged to contact the hotel around 12:00 pm on the date of arrival to request either adjoining rooms or rooms next door each other. Please note that although a room type request is not a guarantee, we will make every effort to accommodate your needs.

**What is your cancellation policy? Cancellation charges?**

Should you need to cancel your reservation please inform us at least 48 hours prior to your arrival date to avoid any penalty\*. First night room rate plus applicable taxes will be assessed on reservation not cancelled by the cancellation policy time or should a reservation become a no show status.

*\*Please note 3<sup>rd</sup> party on line website such as Expedia and Orbitz.com may have a different cancellation policy, thus for your convenience we strongly encourage you to make your booking directly with the hotel.*

**What if I encounter an emergency such as car problem or flight cancellation on the day of arrival?**

We understand there will be unexpected events that are out of your control. Please contact us immediately at 1 800-248-4400 or +1 7147780350 if you are unable to make it to the scheduled arrival date. We will do our best to postpone your reservation to the next available date or make other appropriate arrangement.

**Are there any tour packages offered at the hotel?**

Yes. We do have 3rd party tour companies that will coordinate your trip. Brochures are available at the front desk. Please keep in mind most tours require 24 hours advance reservation.

**Is it safe to walk around Disneyland?**

Yes. Anaheim Resort is a very safe area and you will see many tourists out at night enjoying all types of activities. Disneyland and California Adventure is a world class resort and Anaheim does a very good job to keep it safe for all of our visitors.



## Check In/Check Out

### **When is your check in time? Can I come in earlier to check in? Can I come in after midnight?**

Check in time is at 3:00 PM.

If you'd like to check in earlier than 3:00 PM, you may stop by and complete the check-in paperwork. However, the room will not be available until 3pm, at which time or after you may pick up the keys.

Guests are welcome to check in early and leave their vehicles or luggage before departing to Disneyland. Again, please check in first and register your vehicle before leaving the property. Unregistered vehicles will be towed at owners' expense.

### **When is your check out time? Can I leave luggage or my vehicle once I have checked out?**

Our check out time is at 11:00 AM.

We do offer complimentary storage for your luggage and personal items. Please contact our front desk upon your check out.

If you plan to temporarily leave your vehicle at the hotel once you checked out, please advise the front desk and one of our staff will guide you to the appropriate parking space.

### **Do you have parking for truck, recreation vehicle, bus or semi vehicles (without trailer)?**

Unfortunately due to the limited parking spaces available for compact vehicles, we are not able to accommodate recreation vehicle, bus or semi truck to park at the property unless you have a group reservation. For more specific inquiry on parking, please contact the property directly ahead of time.

### **Do you charge for parking?**

No. We do not charge for parking, however, if there is more than one vehicle within your group, please inform our front desk and register both vehicles' license plates. We do have designated parking spaces for families with 2 or more vehicles. Unregistered vehicle(s) will be subject to towing at owners' expense.

**What if I wish to take my vehicle with me? How much is parking?**

You may park at Mickey and Friends lot for \$15/day for cars and motorcycles; \$20 for oversized vehicles and motor homes; \$25 for buses. For more parking info, contact Disney Resort & Transportation at 714-781-3745.

**What is your legal check in age and what do I need for check in?**

Age of 18. Please provide legal identification, valid credit card or cash deposit upon check in.

**How many guests can be accommodated in each room?**

We are able to accommodate a maximum of 4 guests (including child & infant) per room with 2 queen size beds. If you have a 5<sup>th</sup> guest you may request a rollaway bed or crib for an additional charge. Please contact us directly

**Do you have an outdoor heated pool or spa?**

We do have an outdoor heated spa, however, our pool is not heated.



## Payment

### **If someone is paying for my hotel stay, or if I am paying for someone for his / her stay with a credit card, what should I do?**

The card holder for the reservation is made under must be present at check in. In order to protect all of our guests from potential fraudulent transactions, if the cardholder cannot be present at the property to check in then a separate authorization form must be filled out by the cardholder in order for us to process the credit card. You may request this form by contacting any one of our front desk staff. Please email or fax the completed form to us along with a copy of the credit card (front and back) and a valid form of identification (e.g., driver's license or passport). Upon receipt of the completed authorization the card will be processed and you may call to confirm and request a receipt to be sent to the cardholder.

### **Do you accept personal check? debit cards or any other payment method?**

We accept most major credit cards: VISA / MasterCard / Diners / JCB / Discover

We accept money order or traveler's check

We accept debit card with Visa / MasterCard logo

We do not accept personal check

### **Do you charge my credit card at the time of reservation? Can I pay cash when I check out?**

We do not charge your card upon reservation\*, however, in certain instances (such as late check in) we may pre-authorize the credit card prior to your arrival for the estimated amount of your stay in order to guarantee your reservation.

*\*Please note your credit card will be charged immediately for reservations made through a third party online travel agency (e.g., Expedia, Orbitz and Travelocity)\**

**What is a credit card authorization? When do you process it?** A credit card authorization is done to verify the validity of the credit card used for a reservation. Typically the card will be authorized for the estimated cost of your reservation as early as two days prior to the arrival date. In the event the card declines we will try to reach the guest for an alternate credit card. Please note that reservation may be cancelled if we are unable to obtain a valid authorization.

If you are visiting from overseas please advise your credit card company about your travel dates and destinations as they normally monitor unusual transactions and may place certain restrictions which may prevent us from obtaining a valid authorization.

**My credit card company informed me that the hotel is still holding an authorization, when it will be released?**

Depending on the bank or the credit card company, an authorization will typically be dropped 5 to 10 business days after the check out date. There can be exceptions and should you need an authorization dropped sooner please contact us directly.

**What happened if my credit card is stolen or expired before my arrival date (or after reservation has been made)?**

Please update your credit card information at your earliest convenience. In the event the card declines we will try to reach you for an alternate credit card. Please note that your reservation may be cancelled if we are unable to obtain a valid authorization.