

**Can I request a quiet room?**

Given our location in the heart of Times Square, all of our rooms are surprisingly quiet. Our windows either face West 43<sup>rd</sup> Street, which is a bit noisier, or the inside courtyard, which is quieter. Guests who request a quiet room have said that they prefer a room located towards the inside of the hotel. Noise levels can also vary depending on the room type you have selected. Although our first priority is to accommodate your room type, we keep in mind your request for a quiet room. Since we are a small hotel please do not be disappointed if we cannot fulfill both requests.

**Can I request a room with a view?**

The Casablanca Hotel has 6 floors with rooms on floors 3-6 that have windows facing either the courtyard, the back of the hotel or West 43<sup>rd</sup> Street. We do not really promote our hotel as having views, but instead consider ourselves fortunate that we are just off Times Square and do not overlook it directly, as this would be very noisy for our guests. We are, however, at a wonderful proximity to Times Square, but just steps off to the side.

**We are arriving early in the morning. Can I have my bags stored before check-in time?**

Since check out is at noon and rooms need to all be serviced thoroughly prior to the next guest, we cannot guarantee check in prior to 3:00pm. However, if your room is clean and ready by the time you arrive, no matter how early, we will be glad to check you in immediately. For your convenience, we can store your luggage until your room becomes available. Additionally, you are more than welcome to utilize our club room located on the second floor, which offers high speed internet and complimentary refreshments 24 hours.

**Our flight is not leaving until late in the day. May we get a late check out?**

Official check out time is 12:00, noon. If your departure is delayed please notify the Front Desk and we will make every effort to accommodate you, as long as we are not inconveniencing the next guest. Also, if you wish to do some last minute sightseeing after you check out, we would be happy to store your bags. You are also welcome to enjoy the full services of Rick's Café until you depart.

**We are celebrating a special occasion. Is there anything you can suggest to make it more special?**

The staff at the Casablanca Hotel is thrilled to help make our guests special occasions as memorable as possible. Please let us know, via email or phone, if there are any specific arrangements we could plan for you. We can assist with purchasing theater tickets, making restaurant reservations, ordering a cake, balloons, etc. Please take a look at the menu of welcome amenities we offer to enhance your stay. If there is something you would like that is not on the list, just let us know and we will help you in any way we can.

<http://www.hkhotels.com/media/docs/CasablancaWelcomeAmenitiesNOTote.pdf>

**Can we please have a non-smoking room?**

Due to popular demand by the vast majority of our guests, the Casablanca Hotel is smoke-free. There are no designated smoking areas inside, although smoking is still permitted in any outdoor location such as the Blue Parrot Courtyard adjacent to Rick's Cafe. Smoking inside a hotel guestroom will result in a mandatory clean up charge of \$200 to be posted to your guestroom.