

SONESTA[™]
HOTELS & RESORTS
—
LOS ANGELES
AIRPORT LAX

To ensure smooth arrival guests should follow these standard procedures for hotel check-in.

Before arriving at the property, ensure you have the following ready to present:

- **Valid Photo ID:** A government-issued ID (driver's license or passport) that matches the name on the reservation.
- **Credit Card:** Used for the room balance and a security deposit for incidentals. **Note:** Debit cards may result in longer hold times on your funds.
- **Booking Confirmation:** Have your confirmation number or email available on your phone or printed out.

On-Site Check-In Procedure

If you are checking in traditionally at the front desk:

Standard check-in time is 4:00PM

Confirm your stay dates, room type (e.g., King vs. Queen), and any special requests like accessibility features or quiet floors.

Collect information on Wi-Fi passwords, breakfast hours, and gym or pool access times.

Expect the hotel to place a temporary hold on your credit card for the full stay (if your paying on own), if company is paying for room and tax you will have a daily incidental fee of \$200.00 per day with a maximum of \$600.00.

Guest Tips

Early/Late Arrival: If arriving before 4:00 PM, call ahead to request early check-in or utilize the hotel's luggage storage while your room is prepared. If arriving after midnight, notify the hotel to ensure your reservation is not marked as a "no-show".