

# Frequently Asked Questions

CHECK IN / CHECK OUT, HOTEL, SUITES, CASINO, & WI-FI

*Last Updated: August 22, 2023*

## Booking and Cancellation

### Who can I contact for assistance with an existing reservation?

If you need assistance with an existing reservation, please contact You may contact Phenix Salon Suites' Director of Registration, Kristin Duim at 425-330-6477. Please note that some restrictions may apply.

## Check In / Check Out

### What do I need to bring to be able to check-in?

You must be 21 and older to check-in. A valid form of government-issued identification is required to check-in. Government-issued identification includes a driver's license, passport, or military identification.

Upon check-in, guest must present booking credit card. If the credit card is unavailable, guest's deposit will be refunded to the booking

credit card, and another valid form of payment is required, such as a major credit card including Visa, MasterCard, American Express, Discover, China Union Pay, and Diners Club.

## What time is check-in and checkout?

Check-in begins at 3 p.m. and checkout is at 11 a.m.

## What are the different options to checkout?

Listed are the various options:

In-person at the Front Desk

Speaking to a Front Desk Agent via telephone

Through the menu option on your television system inside your suite

Use one of the numerous kiosks located conveniently throughout the property

## Debit Card vs. Credit Card?

Our guests are welcome to use both. When using a Debit card, funds are charged in advance and any unused portion is refunded upon checkout. Refunds on Debit cards may take up to 20 business days depending on the banking institution and/or issuing country. A hold will be placed on the line of credit for the guest using a Credit card. After the charges are settled upon checkout, the remaining hold is released. This may take up to 7 business days depending on the banking institution and/or issuing country.

# Will a hold of funds be placed on my card?

Generally, yes, there will be funds held on the method of payment provided. The first night room and tax is generally billed upon reservation however, guests are responsible for the remainder of the nights and any applicable charges such as daily Resort Fees and incidental deposit.

# What is the incidental deposit policy?

A credit card incidental deposit of \$150 per reservation is required upon check-in. This minimum deposit will not allow The Venetian guests to charge back to their suite from any outlet on property but will allow them access to movies, refreshment center, phones, etc. Guests are also offered the option of open charging privileges and the initial deposit taken will be \$150 per day. The first guest to check-in will be charged this deposit. Signature Suite incidental deposits require a minimum of \$500 for Penthouses or \$2,500 for Presidential's per stay. These options are presented upon check-in to all Venetian guests.

# I booked through a third-party, is everything pre-paid?

In most cases, suites and taxes are pre-paid on third party reservations but guests are still responsible for any applicable incidental deposit upon check-in.

# Is there an early departure fee?

An early departure fee in the amount equal to all remaining suite charges and taxes will apply to, and be due and payable from, guests checking out prior to their scheduled departure date. Guests will be asked to confirm their departure date upon check-in. Guests may be able to change their departure date without penalty at the time of check-in, depending on the terms of the rate which they have reserved. If your booking is prepaid, nonrefundable – the full stay will still be charged. All other reservations will be charged the full amount including taxes and fees. Certain exceptions may apply.

# Where is The Venetian Front Desk located?

The Venetian Front Desk is located in The Venetian main lobby. The main lobby can be accessed upon arrival to The Venetian Porte-Cochère and is centrally located next to The Venetian Casino. If you are coming from The Venetian, proceed to the casino level and follow the sign towards the main lobby.

# Where is The Palazzo Front Desk located?

The Palazzo Front Desk is located in The Palazzo main lobby. The main lobby can be accessed upon arrival to The Palazzo Upper Porte-Cochère and is centrally located next to The Palazzo Casino. If you are coming from The Palazzo self-parking garage, proceed to the casino level and follow the sign towards the main lobby.

# What's included in the Resort Fee?

The daily Resort Fee includes: Access for two to the fitness facility at the Canyon Ranch® spa + fitness, in-suite Internet access (Wi-Fi or Ethernet), boarding pass printing at the Concierge desk, unlimited local and toll-free calls, and access to thousands of top magazines and newspapers through free PressReader app.

## If I lose my key card, my key card does not work or I need additional key cards, what do I need to do?

In the event that your key card does not work or lost, please contact the Front Desk for a new or updated key.

## I need to make changes to my reservation, who should I contact?

You may contact Phenix Salon Suites' Director of Registration, Kristin Duim at 425-330-6477 for any changes or updates to your reservations.

## Hotel

# Can I have my luggage sent to my suite once I get to the hotel?

Bellmen are always available at your disposal. You can drop off your bags to the bellman at valet or if you self-park, you can drop them off before check-in in the main lobby and your bags will be delivered to your room at no charge.

# Where can I store my luggage? Is there a charge?

Luggage storage is complimentary and available 24 hours / 7 days at the Guest Services Desk located near the main entrances of both The Venetian and The Palazzo.

# Is my luggage subject to search and x-ray?

All luggage and belongings deposited with the Hotel are subject to x-ray and search for safety considerations of the Hotel and its other guests;

The Hotel assumes no civil liability for loss or damage (other than the statutory minimum);

By depositing any luggage or personal belongings with the Hotel, a guest assumes the risk of x-ray and search by the Hotel and/or law enforcement; and

By depositing any luggage or personal belongings with the Hotel, the guest provides express permission to the Hotel to consent to search by law enforcement, at the Hotel's discretion.

# Where can I purchase gondola tickets?

You can purchase gondola tickets at The Venetian in the Grand Canal Shoppes. Ticket sales open daily at 10:00 a.m. for the indoor ride and at 11:00 a.m. for the outdoor ride. The outdoor ride operates on a seasonal and weather permitting basis.

# Do you have a Business Center?

The FedEx Office Business Center offers you virtually everything to meet your business needs, including signs, banners, posters, tent-cards, brochures, flyers, or presentations printing, copying, and binding services that make it easier for you to conduct business. Computer rentals, scanning, faxing, and Internet connectivity are all available 24 hours a day, 7 days a week, and pre-conference file assistance is also available.

# Where is the pool located? What are the hours?

The pools are located in the following areas:

The Venetian Pool Deck is located on the 4th floor of the guest elevators.

The Palazzo Pool Deck is located on the 3rd floor of the guest elevators.

In the Venezia tower, the pool is located at the lobby level and can also be accessed by crossing the bridge from the 10th floor of The Venetian guest elevators.

Pool seating is limited, and availability is not guaranteed.

Pool hours vary by season.

## Is smoking allowed at the pools?

The Venetian and Palazzo pool decks are 100% smoke free.

## Where is the Grazie desk located?

Inside The Venetian tower, the Grazie Desk is located near the main entrance of the casino floor. Inside The Palazzo tower, the Grazie Desk is located in the casino next to the Cashier Cage.

## Do you allow smoking on property?

Smoking is permitted on casino floor only.

## How much do you charge for Wi-Fi Internet Access?

Wi-Fi (20Mbps) is included in the Resort Fee, or if you aren't paying the Resort Fee, you can add it to your reservation for \$19.95 at the Front Desk. Internet access is available in all Venetian suites, as are all connection cables for your laptop computer upon request.

## Is there a fitness center on property?



Yes, access to the fitness center of the Canyon Ranch is included in the Resort Fee. You can purchase daily passes to Canyon Ranch fitness facility by calling 877.220.2688.

## Is there a mail drop off area for letters or packages?

Can I have a package shipped to the resort? The FedEx Office Business Center will pack your materials and ship them via FedEx Express or FedEx Ground. If you need to send a package to the resort The Venetian will receive and track your packages from the minute they arrive on property until you sign for them. [Click here](#) for information about sending packages. The FedEx Office Business Center is located on Level 2 of the Congress Center at The Venetian, adjacent to the Bellini Ballroom. A satellite business center location is available on Level 1, near the Galileo Ballroom.

## Do you provide wheelchairs?

Yes, a limited number of wheelchairs are available to rent. The Venetian recommends contacting the Hotel Operator at 877.883.6423 before arrival to check on availability. If you are already on property, please visit the Guest Services desk.

## What if I left an item inside my hotel suite, who should I contact?

Contact [Lost and Found](#)

## Do you offer on-site childcare?

While The Venetian does not offer on-site childcare, you can obtain a list of childcare companies in Las Vegas by calling the Hotel Operator at 877.883.6423.

## Do you offer on-site medical care?

While The Venetian does not have on-site medical care, they do have trained Emergency Medical Technicians on site 24 hours / 7 days.

## Do you have any available spaces for oversized vehicles?

Yes. Limited oversized vehicle options are available on property at no cost. Vehicles are subject to location/height restrictions at The Venetian tower ranging from 6'8" to no greater than 8'3". The Palazzo tower does not have oversized on-site parking at this time. These spaces are subject to availability. The property should be contacted at 702.414.1000 or 702.607.7777 to check availability before arriving.

There are no hookups for RVs in our Oversize Parking. Trailers are prohibited on property.

Guest will be responsible for any transportation and fees associated with off-site parking.

## Suites

## Do you offer connecting suites?

Yes, connecting suites can be selected while registering and are subject to availability.

## Do you offer handicap-accessible suites?

Yes, both handicap-accessible suites and suites equipped for the hearing-impaired. Simply make a request during registration.

## Is smoking allowed in the suites?

No, all suites are non-smoking. Smoking is permitted on casino floor only.

## Do you offer room service?

24-Hour In-Suite Dining is available.

## How do I upgrade my suite?

You may contact Phenix Salon Suites' Director of Registration, Kristin Duim at 425-330-6477.

## I would like to schedule a wake-up call, how do I request one?

A wake-up call can be set up manually through the in-suite telephone, or by contacting the Hotel Operator at 877.883.6423.

## Can I get my clothes laundered or dry cleaned during my stay?

Yes, laundry service is offered 24 hours / 7 days. There is a laundry bag and printed form with directions located in the closet of your suite.

## What types of amenities are included in the room? What amenities can we request?

All suites include a hairdryer, iron, and ironing board but do not include a coffee maker or microwave.

At your request and based on availability, a refrigerator may be supplied for \$40 per day. For medical purposes, you can use the courtesy shelf within The Venetian refreshment center and/or a complimentary refrigerator will be provided. You can also make a request for cribs but there is no guarantee as all items are limited. You may contact Phenix Salon Suites' Director of Registration, Kristin Duim at 425-330-6477

## Can I order movies in my suite?

You can order movies in your suite by using the pay-per-view service available in your in-suite television system.

## Are there items not allowed to bring to their suites?

Items not allowed include: external cooking devices such as a hot plate, coffeemaker, etc. Coffee, tea, specialty drinks, and hot food can be ordered through in-suite dining. Personal sized coolers are allowed, but wheeled or large two-person coolers are not permitted. Oversized coolers may be stored at the Bell Desk during your stay. The Venetian

does not permit any firearms on property. All firearms brought must be checked-in at the Security podium.

## Can I bring my own cooler into the resort?

Personal sized coolers are allowed, but wheeled or large two-person coolers are not permitted. Oversized coolers may be stored at the Bell Desk during your stay.

## Do you offer rollaway beds?

The Venetian does not offer rollaway beds, but all standard suites include a sleeper sofa

## Wi-Fi

## Why can I connect to Wi-Fi in the casino but not in the suites?

Complimentary Wi-Fi is offered throughout the resort's public areas. In-suite Wi-Fi is included throughout your stay with your daily Resort Fee.

## What if speeds aren't fast enough?

Single-speed (20 Mbps) is available for \$19.95, please call the Front Desk.

# What if I can't connect to Wi-Fi?

Ensure you are connecting to the "VenetianLasVegas" SSID, and you have paid the Resort Fee or purchased Internet. If you still are not able to connect, please contact the Front Desk.

# Do I have to provide my login credentials each time I log on to the Internet?

No, you only have to submit your login credentials once when utilizing the in-suite Internet (20Mbps)

# What are my login credentials?

Your login credentials are your last name and your suite number. (Example: Mr. Smith staying in suite 12345, your credentials would be Smith and 12345.)

# What is an Access Code?

An Access Code can be used to give access in situations where your login credentials are not working or as a part of a promotion to get complimentary access.

# If I need assistance with accessing the Internet, who can I contact?

Please call 702.414.4170 or extension 44170 to contact the IT Helpdesk.

# Health and Safety

## What is the Do Not Disturb (DND) policy at the resort?

A Do Not Disturb request will be honored for up to 48 hours; after that an internal observation of the entire suite is required. A uniformed Security Officer, along with a second team member, will knock and await a response, if there is no response they will enter and conduct the observation.

## Can I bring food and drinks back to our suite?

All Prestige Club Lounge food and beverages must be consumed inside the lounge.

## Is there a dress code?

Although there is no specific dress code, it is requested that guests do not wear swim attire while visiting the lounge.