



## THE CASSARA

Dear Valued Guest,

Welcome to The Cassara Carlsbad, Tapestry Collection by Hilton. We are extremely happy to have you staying with us and truly hope that you enjoy your visit with us in Carlsbad – our beautiful city of by the sea. Please take a moment to review some of our amenities and policies to ensure your visit is as comfortable as possible.

**Housekeeping Services** - housekeeping provided to all guest rooms daily from 9am-5:30pm.

### Food and Beverage

Cassara Kitchen & Bar

Breakfast – To-go only, 6:30am-10:30am daily

Late Lunch/Dinner – 3pm-9pm Sun-Thur, 3pm-10pm Fri-Sat

Bar-Lounge Area – 3pm-9pm Sun-Thur, 3pm-12am Fri-Sat

Located Nearby - visit our sister resorts for additional highly rated delicious meal options while staying with us. Our hotel courtesy shuttle conveniently provides transportation to and from if needed.

-7 Mile Kitchen located at the Sheraton Carlsbad Resort

-20 | Twenty Grill located at The Westin Carlsbad Resort and Spa

Karl Strauss Brewery (across from hotel) – serves breakfast, lunch, dinner daily 7:30am-9pm Sun-Thur, and 7:30am-10pm Fri-Sat

Marketplace – Our marketplace pantry is available for purchases 24 hours a day for your snack and drink needs. The pantry is located in the main lobby across from The Cassara Front Desk.

**Pools and Hot Tubs** – unwind and relax at our sparkling resort pools and hot tubs

Quiet Pool, Swim Lanes, Cabanas, and Hot Tub – 8am-10pm

Family Pool, Splash Pad, and Hot Tub – 8am-9pm

**Fire pits and BBQ Grills** – enjoy the multiple fire pits located on the property, open from sundown to 10pm. BBQ gas grills available 8am-9pm, located on west side of hotel.

**Business Center** – the business center is available to our guests 24 hours a day and located on the 1<sup>st</sup> floor of the hotel rooms entrance area.

**Parking** – on-site parking is available for our registered hotel guests only. Upon check-in, you will receive a parking pass to be displayed in your vehicle when parking in our parking garage or the designated outdoor parking area.

**Courtesy Shuttle** – complimentary to our hotel guests within a 5-mile radius of the hotel. Operating Mon-Tues 8am-4:30pm, and Wed-Sun 8am-8pm. Please see front desk to schedule a pick-up/drop-off.  
**Electric Bikes** – please see front desk for current available options for onsite electric bikes.

**Fitness Center** – our fitness center is available 24 hours a day and is located on the 1<sup>st</sup> floor of the west side of the hotel. Your guest room key is required for access.

**Laundry Facilities** – We have credit card/coin operated laundry facilities located on the west side of the hotel.

**Activities Center** – visit the activities center for fun for all ages, 8am-8pm located on west side of the hotel. Check with concierge for current calendar. Hours and calendar activities subject to change.

**Pet Policy** – We welcome your fur-babies at The Cassara Carlsbad. Please note restrictions and fees required include; \$85 Non-Refundable Pet Fee, Max two pets, and up to 25lbs in total weight. Designated pet relief station is required while staying at the hotel.

**Smoking Policy** – Our hotel is 100% non-smoking.

**Cleaning/Damage Policy** – please be advised indication or evidence of smoke, room damage, or excessive cleaning required for a guest room may be subject to an assessed cleaning or damage fee starting from \$250.00.

**Authorization/Deposits Policy** – please be advised upon check-in, we will run for all guests, a pre-authorization on your provided method of payment for your estimated room charges plus daily incidentals. At check-out, we automatically release any unused portion of the authorization. Based on your banking merchant, please allow 5-7 business days to clear.

We hope you enjoy your stay with us and if there is anything that we can do to make your stay more enjoyable please do not hesitate to reach out to a member of our Guest Service Team by dialing “0”, text message, or stopping by the Front Desk.

Warm Regards,

*The Cassara Carlsbad Team*

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