



Understanding Check-in Fees

Jose M. - 2025-01-09 - Comments (0) - Check-in Instructions

Overview

Some buildings where our properties are located charge additional fees that must be paid directly at check-in. These fees are separate from your booking price and are collected by the building management, not Cielo Stays.

What to Expect

- Fees vary by building and length of stay
- Payment is required at check-in
- Fees are collected directly by building management
- These charges help maintain building amenities and services

Where to Find Fee Information

You can find information about additional fees in these sections of the listing:

1. Additional Notes
2. Things to Know
3. House Rules
4. Building Policies

Important Tips

- ✓ Review all listing sections before booking
- ✓ Have payment method ready at check-in
- ✓ Contact us if you need clarification about specific properties
- ✓ Factor these fees into your vacation budget

FAQ

Q: Why aren't these fees included in the booking price?

A: Building fees are set and collected by the building management, not Cielo Stays. They may vary based on factors like season and length of stay.

Q: What payment methods are accepted for building fees?

A: Payment methods vary by location. Check the specific listing or contact us for details about your chosen property.

Q: Are these fees refundable?

A: Building fee policies vary by location.

Please review the specific building policies in your listing or contact the building management directly.

Need Help?

If you have questions about potential fees for a specific property, please contact our support team before booking.

We're here to ensure you have all the information needed for a smooth check-in experience.