



## Understanding Check-in Fees

Jose M. - 2025-01-09 - Commentaire (1) - 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.