

Art Hotel Managua -- Frequently Asked Questions

Written by Administrator

Monday, 11 August 2008 16:13 - Last Updated Thursday, 24 January 2013 02:48

Q. Does the Art Hotel Managua offer airport pickup?

A. We offer airport pickup for \$13.50 per trip up to four passengers. If you have a group in excess of four, contact the hotel for pricing. It will depend if we can fit your group in one van or if we need two vehicles. To order airport pickup, you must contact the hotel and provide flight information. We will not reserve a pickup without the flight data as we must monitor the flight status before we send an agent.

Q. Do you offer pickups from other locations?

A. Within Managua, the most economical transportation are the local taxis. While we can arrange a pickup by hotel staff, because of waiting times, gasoline, and the time a staff member must be utilized, you probably will not like the price. If there are special circumstances, please feel free to contact the hotel.

Q. Do you offer meals?

A. A full breakfast is included in your room rate. We offer light meals for purchase such as hot dogs, french fries, chicken or fish mcnuggets, macaroni and cheese, spaghetti, etc.

Q. Are there restaurants near the hotel?

A. Los Ranchos, El Eskimo, and La Plancha are fairly within walking distance to the hotel (3 to 5 blocks). They are full service restaurants. During the day, there are many small eateries with local food within 2 or 3 blocks of the hotel. There are many restaurants and a mall within 1 mile of the hotel and a taxi will cost less than \$2. Pizza Hut, Tip Top chicken, Sushi Itto, Pizza Valentis, Italianissimo, and a Taiwanese restaurant will deliver to the hotel.

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Q. Are taxis and buses easy to find around the hotel?

A. Taxis are routinely available throughout the day and night on the street below the hotel. during the day, a taxi passes the front of the hotel about every 10 minutes or so. Our staff will help you negotiate with the taxi driver if necessary. Buses are available, but we do not recommend them for inner-city travel due to pick pockets. (Buses to other cities such as Managua to Leon or Managua to Granada have less incidents of petty crime).

Q. What time is staff available?

A. We are fully staffed 24 hours a day.

Q. Does the hotel sell alcoholic beverages.

A. We have a full liquor license and sell cold beer, liquors, and wine at reasonable prices. We also sell Coke and Pepsi products along with many juices.

Q. What is your cancellation policy?

A. If you have booked less than two rooms, you must cancel by 6:00 p.m. on the day of arrival. Reservations through Orbitz and Expedia must be cancelled through their system. We approve requests for cancellation by these online booking systems before 6:00 p.m.

Q. I booked using Expedia or Orbitz and our plane was cancelled. Since we'll be coming the next day, can we change the date?

A. Depending on the circumstances, and verification with the airline, we may be willing to accommodate a change in the date even though Orbitz and Expedia will not allow a cancellation

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after 6:00 p.m. You should call or email the hotel immediately upon learning of the flight changes. We will **never** allow you to come on a prepaid reservation earlier than your date. If you want to change your date using Expedia or Orbitz to an earlier date, simply contact those agencies and they will help you.

Q. Do you require identification?

A. Nicaragua law requires that all guests be entered into an immigration book. This requires that the hotel retain the identification number of the primary guest.

Q. Do you have any "rules" such as the guests must be married or no gay couples?

A. We respect all of our guests and do not inquire into personal matters such as marital status or sexual orientation. We are a family/business/recreation hotel and simply require that all guests behave in a respectable mature manner. Although we have never experienced a problem with a guest in this manner, we do take precautions to assure that children (persons under 18) are not exploited in any way.