

Frequently Asked Questions



TRANSPORTATION IN VENICE

In Venice transportation is on water. It is possible to reach our hotel with **overland transports until Piazzale Roma or Tronchetto**, where parking is available.

Find out more on parking options available by selecting arrival from “Piazzale Roma & Tronchetto by Car” on hotel’s website.

[FIND OUT MORE](#)



WATER TAXI

Water taxi reservations, required only for arrivals after 10:00 PM, can be made through our **CONCIERGE**. Should you wish to do a reservation for transfers before that time please do not hesitate to contact our Partner Company Venice Water Taxi calling the **+39 041 52 29 040**.



TRANSFER INFORMATION

Further info on how to reach the hotel are available on hotel’s website:

[FIND OUT MORE](#)



BARS & RESTAURANTS

External guests are welcome at our bars and restaurants. Reservations are recommended for our restaurants but are not accepted for Skyline Rooftop Bar.



CREDIT CARDS

Accepted credit cards: Visa, American Express, Mastercard.

At the check-in a preauthorization of **€ 50.00** per day is requested, as deposit that will be released at the departure.



EXTRA BED

Should you need to add an extra bed to your reservation please contact our Front Office Team via [EMAIL](#)



PET POLICY

Animals up to 15 kg are welcome with a supplement of **€ 75.00** to guarantee the complete cleaning of the room after the departure. Animals are not allowed inside bars and restaurants. To guarantee the serenity of all the guests we invite you to review our [PET POLICY](#).



ADAPTERS

Guests can request a universal adapter at the front office. The service is subject to a **€ 10.00 deposit** that will be refunded when the adapter is returned.



CITY TAX

The amount of the city tax in high season is: **€ 5.00** for adults; **€ 2.50** for kids between 10 and 16 years; free for kids under 10 years. The city tax is subject to a reduction in low season.

[FIND OUT MORE](#)



ROOFTOP POOL

The rooftop pool is only available for Hotel guests; it opens from mid May to September according to weather conditions. Towels are available directly at the pool. Opening times are subject to change, special closing times are available [HERE](#)



WI-FI

WiFi connection is free for Hilton Honors guests. For non Hilton Honors guests, WiFi is complimentary only in common areas. Fees are applied when connecting from the room. Click [HERE](#) to discover more on Honors benefits.



SMOKING POLICY

Smoking, including electronic cigarettes, is forbidden inside the hotel. In case of inobservance of this policy a **fee of € 200.00** will be charged as per Italian law (L. 11 Nov 1975 n. 584 art. 1 - D.P.C.M 14 Dec 1995. Law 16 Jan 2003 n. 3 art. 51 - Accordo Stato-Regioni 16 Dec 2004).