

FAQs for Booking Rooms at the Sheraton Phoenix Downtown

1. **What is the cost of the room?** \$139 p/night + taxes and fees.
2. **Are there any other costs associated with the hotel room?** \$14 parking fee added p/night.
3. **I am booking several rooms. Is there an easier way than entering them one-by-one?** The Passkey registration site allows you to choose up to 20 rooms to pay for by credit card at one time. As you walk through the booking process you will add the guest's name to each room, or you can use this to book a block of rooms under your school's name. Please note though that if you don't add the guest's name at the time of booking you will need to log back in and add the guest's name as you assign those rooms. If an educator isn't listed as a guest in the room, they will not be able to check in.
If you prefer to book your school's rooms using a spreadsheet, please contact Kim Violette in School Ministries for information.
4. **I don't want to pay with a credit card. Can I pay by check?** Yes, you can mail a check to the Sheraton to pay for your school's group of rooms. Mail to: Sheraton Phoenix Downtown, 340 N 3rd Street, Phoenix, AZ 85004. Make check payable to **Sheraton Phoenix Downtown**. Please note the group/sub block name for the payment on the check. Example: LCMS (Blessed R Us)
Wire transfer is also an option. [Click here](#) for instructions for a wire transfer of funds
5. **Lines are always so long for check in! Is there any way around this at the Sheraton?**
The best way to avoid lines is to have the Marriott Bonvoy app. You can use the Mobile Key feature to both check in and as your room key so there is no need to wait in line.
6. **When can I check into the hotel?** Rooms are not guaranteed earlier than 4:00 p.m. If you arrive early and your room is clean you will be checked in right away. If your room isn't quite ready when you arrive, your luggage will be stored, and you will receive a text alerting you when your room is clean and ready for check-in.
7. **Parking Information** The hotel garage has a limit to how many can park there. Once the garage is full, cars will be directed to an offsite third-party parking lot. This is a regular set up with the hotel for overflow parking and is an easy walk. The overflow lot will honor the same \$14 per day parking fee.