

Frequently Asked Questions

How do you make reservations at The Comfort Suites Maingate Resort?

Reservations can normally be booked within one year of your desired travel dates. Or, call toll-free reservations at 888-390-9888 (US and Canada) Local phone 407-390-9888.

When will my credit card be charged?

A credit card number is required when making a reservation at The Comfort Suites Maingate Resort. Your credit card will not be charged until you arrive and check into the hotel.

How can I add a special request to my reservation?

We recommend calling our property directly to report any special request. We will accommodate any requests based on availability. Please call 888-390-9888 for details.

What is the best way to get to your hotel from the Orlando International Airport?

We recommend calling Mears Transportation.
PH: 407-423-5566

Do you sell theme park tickets at your hotel?

Yes, tickets to all major attractions are available at the concierge desk in our lobby.

Do you have transportation to the local theme parks?

Comfort Suites Maingate offers FREE motorcoach transportation to *Magic Kingdom*® Park, *Disney's Animal Kingdom*® Theme Park, *Epcot*®, *Disney-MGM Studios*, *SeaWorld*® and *Universal Orlando*®. We offer a variety of morning departures and late afternoon/evening returns from all the parks. You will receive a copy of the current schedule/policies when you check-in. For general questions, call 888-390-9888.

I shopped around for rates but the one I found on your site is not there anymore. Why?

Because we are part of a real-time reservation network and because room rates are constantly changing in accordance with availability. We recommend booking early to find the best rates. Once you find a rate you like it is a good idea to book right away.

What is the cancellation policy on my reservation?

Cancellations made within **24 hours of Check-In date** are subject to a penalty of **the Equivalent of First Night Room and Tax**. (For Cancellation and change purposes, Check-In date is considered to be 12:01 AM PST of the day on which you are scheduled to Check-In.) In the case of multiple Rooms booked, cancellation penalties apply to each Room that is cancelled or changed.

How do I cancel a reservation?

If you need to cancel a reservation please call the hotel directly at 888-390-9888. Please remember that all reservation must be cancelled no later than 24 hours prior to arrival to avoid penalty fees.