

# FREQUENTLY ASKED QUESTIONS



RATED  BY AAA

[TULALIPCASINO.COM](http://TULALIPCASINO.COM)





### DO YOU HAVE A RESORT FEE?

No, we happily offer many services free of charge to our guests when most resorts would charge for them. Some of these include:

- In-room high speed internet and WiFi
- Daily USA Today newspaper
- Local and toll free calls
- Business and Tech Center Services such as outgoing faxes, copies, notary and boarding pass printing
- Free access to the Fitness Center located on the second floor
- Free Parking and Valet Services



### CAN I RECEIVE A RATE AND AVAILABILITY QUOTE, OR MAKE A CHANGE TO AN EXISTING RESERVATION VIA E-MAIL?

Yes, please email such inquiries to [tulalipresortreservations@tulalipresort.com](mailto:tulalipresortreservations@tulalipresort.com).



### HOW DO I GET FROM THE AIRPORT TO TULALIP RESORT CASINO?

For limousine transfers or other transportation needs, please [click here](#).  
For maps and directions to the hotel from the airport, [click here](#).



### HOW CAN I OBTAIN A COPY OF MY BILL FROM A PAST STAY? WHO SHOULD I CONTACT REGARDING A DISCREPANCY ON MY BILL?

Please feel free to call 866.716.6000 and describe what you need and we will ensure you are connected to the appropriate Department.



### HOW CAN I GET IN CONTACT WITH A GUEST STAYING AT THE TULALIP RESORT CASINO?

A guest staying at the Tulalip Resort Casino may be contacted through one of the following methods:

- Via e-mail, please use the following address: [tulalipresortreservations@tulalipresort.com](mailto:tulalipresortreservations@tulalipresort.com)
- Via fax, please use the following number: 360.716.6209
- To contact a guest by phone, please call the hotel operator at: 866.716.6000
- To mail a package, please address it in the following manner:

#### TULALIP RESORT CASINO

Guest – first and last name  
10200 Quil Ceda Blvd  
Tulalip, WA 98271



### WHAT TIME IS CHECK-IN / CHECK-OUT?

Our standard check-in time begins at 4PM, however you may start the pre-registration process upon an earlier arrival, and store your luggage at the Bell Desk until your room is prepared and available. Our best effort is to have all rooms available for occupancy by 6PM. Confirmed reservations are held until 12AM Midnight. Our standard check-out time is 12PM Noon. Please note that late check-out requests are based upon occupancy and availability on the date of departure. Additional charges may apply.



### DOES TULALIP RESORT OFFER AN ON-SITE BUSINESS CENTER TO ASSIST GUESTS WITH PERSONAL AND BUSINESS NEEDS?

The Tech Center is located just off of the hotel lobby and is open 24 hours a day. The Guest Services Team or Front Desk can also assist with the following services:

- **DROP OFF ITEMS**  
Provided for registered hotel or conference guests only. Only non-valuable items will be accepted. Items not accepted include: Keys, Tickets, Jewelry and Electronics.
- **CELL PHONE CHARGERS**  
Guest can use a cell phone charger from the available supply.
- **FAX**
- **PHOTOCOPY**
- **RENTALS**  
Cellular phones, Computers, Copiers, Fax Machines, Printers, Workstations.
- **RETAIL**  
Boxes, Notepads, Pens, Scissors, Tape, etc.
- **NOTARY**  
Please call for Notary schedule.
- **SHIPPING AND RECEIVING**  
Federal Express, United States Postal Service and UPS.  
Pick-up and delivery require that a guest must be present. Handling fees are assessed for each incoming and outgoing package and are based on weight of the package.
- **INTERNET**  
High-Speed Internet Access. 24-hour self-service features such as High-Speed Internet access and faxing capabilities.
- **DELIVERIES**  
Package deliveries occur between the hours of 6:30AM and 8PM. We deliver anywhere in the hotel.



### WHAT ARE YOUR DEPOSIT AND CANCELLATION POLICIES?

We offer a variety of rates and packages for our guests. Each being unique in booking requirements but generally most reservations will require an advance deposit equivalent to the first nights room and tax and a 48 hour cancellation policy.



### WHAT TYPES OF AMENITIES ARE INCLUDED IN YOUR ROOMS?

Each of our exceptionally appointed rooms or suites offers the following complimentary amenities:

- Gilchrist and Soames Toiletry items
- WiFi
- Water, tea and coffee



### DOES YOUR HOTEL OFFER A WORKOUT FACILITY?

Yes, our fitness center is equipped with free weights and top-of-the-line exercise equipment and is located on the second floor of the resort.



### WHERE CAN I FIND A PRICE LIST FOR THE DIFFERENT AMENITIES THAT YOUR T SPA OFFERS?

For the T Spa services price list, please [click here](#).  
To make a T Spa reservation online, please [click here](#).  
For more information or assistance, please call the T Spa at 360.716.6350 or fax 360.716.6358.



**DOES TULALIP OFFER FREE PARKING FOR HOTEL GUESTS?**

For your convenience, we offer free self-parking as well as complimentary valet parking. Oversized vehicle parking is also available for hotel guests. Please see an arrivals associate at the hotel entrance for more information.



**DOES YOUR HOTEL PROVIDE WHEELCHAIRS?**

Wheelchairs are available for rent through the Bell Desk. We currently charge \$10 per day for hotel guests and they must have a credit card on file or a \$250 deposit is required.



**DOES YOUR HOTEL OFFER ROOM ACCOMMODATIONS FOR THE ADA COMPLIANT?**

Yes. We offer three room types that are ADA compliant. These are located on floors 3 – 11 and are designed for wheelchair accessibility. All feature roll in showers, lowered work areas and beds (upon request).

- Deluxe room with one king bed
- Deluxe room with two queen beds
- Orca Suite with one king bed and sofa sleeper



**HOW MANY GUESTS DO YOU ALLOW PER ROOM?**

We allow as many overnight guests in a room as the bed configuration permits.

- Deluxe room with one king bed – 2 guests
- Deluxe room with two queen beds – 4 guests
- Orca Suite with one king bed and a sofa sleeper – 4 guests



**DOES TULALIP RESORT CASINO ALLOW PETS?**

We gladly respect the need for service animals to assist in travel needs with their families. We ask all guests of Tulalip Resort Casino to understand that we do not normally allow pets, and to kindly respect our Service Animal Pet Etiquette rules which include a Pet Damage Deposit fee.



**CAN I PRE-ARRANGE TO HAVE FLOWERS OR A BOTTLE OF CHAMPAGNE SENT TO A GUEST ROOM PRIOR TO THEIR ARRIVAL?**

Please alert the agent at the time of booking and we will be happy to arrange a variety of amenities to be delivered to your room. In addition, we have a full service concierge staff on site to assist you with arranging for these deliveries as well.



**CAN I JOIN THE ONE CLUB PRIOR TO MY ARRIVAL?**

You may join the ONE club in person at the ONE club desk in the hotel lobby or Casino’s main entrance or online at [oneclubforall.com](http://oneclubforall.com). Simply present valid picture ID at the ONE club desk and you’ll receive your ONE card on the spot.



**HOW DO I RECEIVE GAMING OFFERS?**

Become a ONE club member and start enjoying the benefits of play. Remember to always use your ONE club card while you are gaming. As a ONE club member you will also receive exclusive offers and promotions.



**WHAT IS THE MINIMUM AGE REQUIREMENT FOR CHECK-IN AT TULALIP RESORT CASINO?**

A guest must be 21 years of age to secure a room.



**WHAT IS THE MINIMUM AGE REQUIREMENT TO ENJOY SLOTS OR TABLES GAMES PLAY AT TULALIP RESORT CASINO?**

To enjoy gaming at Tulalip Resort Casino, the gamer must be 21 years or older. We do offer gaming at Tulalip Bingo & Slots. Bingo and Class II slot machines are available for guests that are 18 years and older.



**WHAT IS THE TEMPERATURE GOING TO BE LIKE DURING MY STAY?**

Our average yearly temperatures are:

	HIGH	LOW
January	47	34
February	50	35
March	54	37
April	59	41
May	64	46
June	69	51
July	72	54
August	75	54
September	68	49
October	60	43
November	51	38
December	46	34



**HOW DO I MAKE A T SPA APPOINTMENT?**

Please call 360.716.6350 to schedule your appointment. We recommend you schedule in advance to ensure an appointment time. A credit card is required to hold your reservation and guests must be 18 years or older. As a guest of the T Spa we encourage you to use the steam room, fitness room and sauna. Please plan your arrival to allow you to leisurely change into your robe and slippers or take advantage of our amenities.



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