

Treasure Island – TI Las Vegas FAQs

Q: Do you have COVID-19 health and safety policies?

A: Yes, you will find policies updated in real-time at <http://www.treasureisland.com/COVID-19>.

Q: Do you still have the Pirate Show?

A: No, sorry, but we discontinued Sirens of TI “pirate battle” show in October 2013 in part to offer our guests the new [Marvel Avengers S.T.A.T.I.O.N.](#) exhibit as well as [CVS](#) convenience store. We continue to offer free, live entertainment in [Gilley’s Saloon](#) and [Señor Frog’s](#).

Q: Where is the Avengers attraction located?

A: The [Marvel Avengers S.T.A.T.I.O.N.](#) exhibit is located above CVS. From the casino area, take the escalators or elevator next to [Señor Frog’s](#) up to the second level.

Q: What is provided in the hotel rooms?

A: In addition to our signature [Elite SensaTional pillow top beds](#) and spacious bathrooms, each hotel room features a digital clock radio with alarm and USB charging port, small refrigerator, full length mirrored wardrobe with full size iron and ironing board, private safe with digital combination lock, hotel spa toiletries, hair dryer, and vanity mirror. Additional amenities for each room and suite type may be found on our website at <https://treasureisland.com/hotel>.

Q: Is there coffee in the rooms?

A: Similar to most of the large resorts on the Las Vegas Strip, we do not provide full size coffee makers in the rooms. However, coffee is available 24-hours from [Room Service](#) as well as our Strip-side [Starbucks](#) location, [The Coffee Shop](#) restaurant, and most of the [casino bars](#).

Q: Do you provide roll-a-way beds or cribs?

A: A roll-a-way bed or crib is available at no charge for those who pay the additional occupancy fee (i.e. three or four people sharing the same room, regardless of age). For those who pay the single occupancy room rate, a roll-a-way bed or crib may be available for a surcharge of \$30 + tax per day (subject to change), and may only be requested at check-in upon arrival.

Q: What time is check-in and check-out?

A: Standard hotel guest check-in time is at 3:00 p.m. on the arrival date, and check-out time is 11:00 a.m. on the departure date. However, both [Early Check-In](#) and [Late Check-Out](#) options may be available for an additional fee starting from \$30 + tax.

Q: Do you offer self check-in kiosks?

A: Yes, TI Hotel [Express Self Check-In/Out Kiosks](#) are located next to the Front Desk in the Hotel Lobby as well as the third floor pedestrian bridge connected to the [Self Parking Garage](#). Surcharges may apply for [Early Check-In](#) and [Late Check-Out](#).

Q: Do you charge for parking?

A: Both the Self Parking Garage and Valet parking service are [always free](#) for registered hotel guests. [Gratuities](#) are optional for Valet parking attendants, and always appreciated.

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Q: Is the pool included in the resort fee?

A: The TI Pool is an amenity offered to all of our registered hotel guests. It is not considered one of the amenities included with the [Resort Fee](#).

Q: Do you allow smoking in the hotel?

A: The hotel strictly adheres to the [Nevada Clean Indoor Air Act](#), but smoking is allowed in most of the casino areas as well as a limited amount of guest rooms and suites. Smoking in rooms or suites designated as non-smoking will be subject to cleaning fees.

Q: Do you allow marijuana at your hotel?

A: No, the use of marijuana, in any form, is prohibited at all times in the hotel rooms, suites and all public areas. For more information, please visit <http://marijuana.nv.gov>.

Q: Where is the fitness center and what do they offer?

A: The fitness center is located at [Oleksandra Spa & Salon](#) on the third floor, and features cardio (treadmills, elliptical trainers, etc.), and strength equipment (weight machines, free weights).

Q: How can I make a reservation for the Spa or Salon?

A: To reserve a service, please call direct 702.894.7474 or toll free at 800.944.7444 and request reservations for the award winning [Oleksandra Spa & Salon](#).

Q: Do you reserve show or concert tickets?

A: Currently we are able to book reservations only for [Mystère by Cirque du Soleil](#) or [headliners](#) performing at our hotel by calling 702.894.7722 or toll free at 800.392.1999. Many tours and other activities may be arranged by the [Bell Desk](#).

Q: Where can I get a taxi or Uber/Lyft rideshare?

A: [Taxi service](#) is available 24-hours just outside the Hotel Lobby, and/or the Hotel [Doorman](#) can provide assistance. [Uber and Lyft](#) rideshare pickup location is also near the taxi area.

Q: Do you offer an airport shuttle?

A: We do not provide airport hotel shuttles, but several transportation companies offer service 24-hours each day. Please check with the [Bell Desk](#), or view additional information on our [website](#) for more details.

Q: How can I rent a pool cabana or day bed?

A: TI Pool full day [Cabana](#) and/or [Day Bed](#) rental reservations are available by calling toll free 800.894.7444 or 702.894.7487. Half day rentals are based on availability on the day of use and cannot be reserved in advance.

Q: How can I make restaurant reservations?

A: Please call 702.894.7223, or check online to reserve a table at [Phil's Italian Steak House](#), [Seafood Shack](#), [Gilley's BBQ](#), [Señor Frog's](#), or [The Coffee Shop](#). All [other dining options](#) are available on a first come, first serve basis.

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Q: Do you store luggage?

A: Yes, luggage storage is available 24 hours a day for registered hotel guests. There is no fee for storage; however, the [Bell Desk](#) staff truly appreciates [gratuities](#).

Q: How long can I stay in a room or suite?

A: To ensure our [award winning](#) accommodations are available to as many people as possible, we limit stays to no longer than 14 consecutive days.

Q: Do you offer mobility scooters?

A: Yes, we provide electronic scooters for rent from the [Bell Desk](#). Current rental rates are \$40 for one day, \$75 for two days, \$115 for three to four days, and \$125 for five to seven days (prices subject to change).

Q: Do you provide wheelchairs?

A: A limited amount of wheelchairs are available on a first come, first served basis, and are only available to registered hotel guests. Please see the [Bell Desk](#) for assistance.

Q: Do you have laundry facilities at the hotel?

A: We do not offer self service laundry facilities, but provide valet laundry and/or dry cleaning service through an off-site company. Order forms are available with the laundry bag in the hotel room closet, and same day service is available for many items. Please contact the [Bell Desk](#) dispatch for additional assistance.

Q: Do you rent strollers or car seats?

A: We do not provide strollers or car seats at the hotel, but recommend [Las Vegas Baby Equipment](#) for a variety of products to rent for delivery to the hotel.

Q: Where can I print my airline boarding passes?

A: We offer internet and printing kiosks in the Hotel Lobby, and next to Gilley's Saloon.

Q: Do you have a wedding chapel?

A: Yes, TI offers an elegant [Wedding Chapel](#) with a variety of packages to fit your special day. Please call 800.866.4748 or visit from 10:00 a.m. to 6:00 p.m. daily. Additional details are available from the [website](#).

Q: Where is lost & found?

A: Lost and found is located in the middle of the casino directly behind the Cashiers Cage. You can also [file a claim online](#) from our website.

Q: Are pets permitted in the hotel?

A: We do not permit any pets in the hotel at anytime with the exception of trained (or in training) service dogs for [disability assistance only](#) (e.g. not including emotional support animals).