

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 near [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 casino resorts on the Las Vegas Strip, we do not provide full size coffee makers in the rooms. However, coffee is available 24-hours from either [In Room Dining](#), the Strip-side [Starbucks](#) location, [The Coffee Shop](#) restaurant, and/or most [casino bars](#).

Q: Do you provide rollaway beds or cribs?

A: A [rollaway 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/double occupancy room rate, a rollaway bed or crib may be available for a surcharge of \$30 plus 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 plus tax.

Q: Do you offer self check-in kiosks?

A: Yes, TI Hotel [Express Self Check-In/Out Kiosks](#) are located next to the [Starbucks](#) near the Mystère Theatre. 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 our registered hotel guests. [Gratuities](#) are customary 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 on the 36th Floor only. Smoking in rooms or suites designated as non-smoking are 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 <https://ccb.nv.gov/laws-regulations/#item-1>.

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 [book online](#) or 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 from [our website](#) or by calling 702.894.7722 or 800.392.1999. Many tours and other activities may be arranged by the [Bell Desk](#) located in the hotel lobby.

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 [our website](#) for more details.

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

A: TI Pool full day [Cabana](#), [Day Bed](#) or [Lounge Chair](#) 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 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 for standard luggage; however, [gratuities](#) are customary and always appreciated by the [Bell Desk](#) staff.

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

A: To ensure our [award winning](#) accommodations are available to as many guests 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 the Convention Floor near the Catering Offices on the second floor of the hotel.

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 [our 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).