

Frequently Asked Questions

How do I make a reservation at the hotel?

You may book reservations at the hotel by calling directly at 203-777-5337 or toll free at 866-458-0232 or by visiting our website www.newhavensuites.com. We make every effort to provide the same rates and availability through all channels. You may also contact your travel agent.

How many guests will fit in a Studio or Penthouse suite?

Each of our over-sized suites provides the following accommodations:

Studio Suites: One King bed or two Double beds and a pull out sofa bed. Each sleeps up to 4 adults comfortably. Maximum occupancy is 4. These suites are over 600 sq. ft.

Penthouse Executive Suites: One Queen Bed in the loft and One King bed on the first floor, in addition there is a pull out sofa bed. Each suite sleeps up to 6 adults comfortably. Maximum occupancy is 6. These suites are over 900 sq. ft. and are all located on the second level of the hotel. They are not recommended for guest having difficulty with stairs.

The hotel does not have cots or rollaway beds. Cribs are available at no charge.

I need a place to stay for 3 weeks. What can you offer me?

The premiere hotel is an extended stay/all suite hotel with fully equipped kitchens in every suite: we are the perfect “Home Away From Home”. The extended stay rates are based on the length of stay. The longer you stay, the lower the rate. You’ll enjoy upscale accommodations in a comfortable setting with all of the amenities of home. There is no lease and we provide date flexibility. To get pricing or availability either call the hotel directly or click on check availability button at www.newhavensuites.com.

What is required in order to check in to the hotel? Do you accept cash as a payment method?

The hotel requires all guests to be 21 years of age to check in. Each guest must present a valid credit card and ID at check in. Even if you prefer to pay for your stay with cash, we require a valid credit card at check in. Upon check out we will accept your cash payment.

How far are you from downtown New Haven?

The hotel is located in New Haven, less than one mile from downtown New Haven and Yale. Since the opening of Church Street Extension it is a short and easy drive by car.

How often does the complimentary hotel shuttle van operate?

The shuttle runs by appointment and will take you to downtown New Haven, Yale, Amtrak, Tweed Airport, local area businesses and restaurants. It will go within a 5-mile radius of the hotel. You will recognize the shuttle’s green grass and blue-sky design. The shuttle holds up to 9 guests at a time and is not available for groups. Groups are required to arrange private transportation. Please contact the hotel if you have questions.

How far is the hotel from the New Haven Airport and Amtrak Train Station?

The Tweed New Haven Airport is 4.5 miles from the hotel. The Amtrak Train Station is less than 1 mile from the hotel. The hotel shuttle will take you to Tweed New Haven Airport or the Amtrak train station. Please make your shuttle appointment upon check in.

Do you accept pets?

The hotel will welcome well behaved pets. There is a \$75 non-refundable fee for each suite occupied by a pet. Please contact the hotel for any specifics.

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Hotel and Suites

How far is the nearest ATM?

The hotel has an ATM located in the lobby of the Gate House. Another ATM is located at the Bank of America 2 blocks away.

Do you have high speed Internet access? Is there a fee?

The hotel provides free high speed Internet access to all guests. There is WIFI access in the Gatehouse and hard wire access in all suites. Each guest suite is equipped with hard-wired access with a flexible cable to be used in various points in the suite. There is a guest computer and printer available in the Gatehouse for guest use. There is no charge to use the computer, however we request that guests limit their time to assure access by all guests.

Is there parking available and what is the cost?

Parking at the New Haven Premiere Suite hotel is free. Outdoor self-parking is available around the property perimeter and it is convenient to all guest suites. All guests will be provided a free parking pass to place in the car during the stay.

Do you have a pool, fitness center or laundry facilities?

Fitness Center - The hotel offers a brand new fitness center located in the Gatehouse. The equipment includes a treadmill, elliptical machine and stationary bike. There is water and a TV available. There is no fee to use the Fitness Center. The fitness center is accessed by using your guest key and is available 5am - 10pm.

Pool- The hotel offers a seasonal outdoor pool and hot tub, which opens each summer. The pool is located at the Gatehouse and open to registered guests. The pool provides a great location to relax and enjoy our Connecticut summers. There is no fee to use the pool. Towels are provided.

Laundry- There is a guest laundry facility in the Gatehouse. Washing machines and dryers are coin operated. Laundry detergent is available.

What credit cards do you accept?

We proudly accept the following credit cards.

- American Express
- Mastercard
- Visa
- Discover

Do you have a restaurant on premise?

The hotel does not offer a full service on-premise restaurant, however there are several options available to our guests. In the Gate House we serve a hot Breakfast Buffet daily and an Evening Reception mid week. The hotel Market is stocked with many frozen options to be cooked in your suite kitchen. There is a list of recommended restaurants and in-room dining options available in the Gate House.

A complimentary hot Buffet Breakfast is served each morning in the Gate House:

Monday- Friday from 6:30 – 9:30 AM

Saturday and Sunday from 7:00 –10:00 AM

A complimentary Evening Reception is served Monday – Thursday from 5:30-7:00 pm. This includes a light dinner and beverages.

What do you mean by light dinner?

Although each suite offers a kitchen to prepare meals, we know that when on the road it is nice to see a friendly face and break bread with others. Please join us Monday through Thursday from 5:30 – 7:00 PM when we offer our in house guests a reception and light dinner. Each month

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we provide a calendar including the light dinner menu. The following is a sampling of some of our guest favorites.

- Soup and salad
- Hamburgers
- Lasagna
- Mexican Fiesta
- Pasta and Garlic bread

What is included in the hot breakfast?

We are pleased to offer a hearty hot selection at breakfast each morning. The breakfast will generally include the following items: scrambled eggs, sausage, home fries, assorted bagels, assorted breads and muffins, fresh fruit, assorted hot and cold cereals, make your own Belgian waffles station, juices and milk.

Do you have room service?

The Hotel does not offer room service. Each suite has a full kitchen including microwave and oven. We do offer several options for in-room dining. There is a 24/7 Market located in the Gatehouse stocked with items, which may be cooked or heated in your suite kitchen. Each suite has a coffee maker with complimentary coffee and microwave popcorn.

What is available in the Mini Market?

Assorted cold beverages, coke, diet coke, sprite, lemonade, water, vitamin water, ice cream novelties, frozen entrees (Lean Cuisine), candy, snacks, assorted sundry items.

How to I get a reservation for Yale Graduation?

Please call the hotel directly.

How do I get a reservation for Yale Parents weekend?

Please call the hotel directly.

Do you have a meeting room?

Yes, along with hotel accommodations, our 640 sq ft conference room can be rented for small corporate meetings, training classes, educational seminars or depositions. Please contact the sale office for more information and availability or email to sales@newhavensuites.com.

Who owns/manages the Premiere Hotel and Suite? Are there other Premiere Hotel and Suites?

The hotel is proudly owned and managed by Saunders Hotel Group. The Premiere Hotel and Suites is the first Premiere Hotel. Please visit our other Saunders Hotel Group hotels located in the Northeast at www.saundershotelgroup.net

Connecticut:

Holiday Inn New London, CT www.holiday-inn.com/newlondonct

Massachusetts:

Lenox Hotel- Boston, Ma - www.lenoxhotel.com

Comfort Inn Logan Airport/Revere, Ma www.comfortinnboston.com

Hampton Inn Norwood, Ma www.bostonnorwoodhamptoninn.com

New Hampshire:

Residence Inn Merrimack NH www.residenceinnmerrimack.com

Virginia:

Hawthorn Suite Alexandria, Va www.hawthornsuitesalexandria.com