



The University Inn Club Frequently Asked Questions

1. Do you provide transportation to your guests?

Yes, we provide complimentary local transportation to our guests from 7:00 am to 11:00 pm within a 5 mile radius.

2. How does the billing process work?

A completed and signed Billing Authorization Form is required after making reservations over the phone. The Billing Authorization Form can be downloaded from our University Inn Club page at <http://www.carolinainn.com/unc-inn-club.php>. On the form, you will have to provide: your reservation confirmation number, campus box number, department number, Inn Club number, and FRS account numbers to be charged for room & tax, alcohol and other incidentals. The form can be e-mailed to accounting@carolinainn.com or faxed to 919-918-2770. A form must be sent to our accounting department for each individual reservation made by an Inn Club member. Reservations made online do not require a billing authorization form.

3. What are the benefits of booking a room at an Inn Club rate?

Since The Carolina Inn is owned by The University of North Carolina at Chapel Hill, all reservations made by university staff or faculty members are occupancy tax exempt. This allows Inn Club members to make a 6% savings on all their University reservations. In addition, our University Inn Club \$159 preferred rate is available year round until our last room available is sold. This means, even on our busiest days Inn Club members are assured their preferred rate, except on graduation and football weekends.

4. How can I modify an existing reservation?

Call or email our reservation department at 800-962-8519 or reservations@carolinainn.com and reference your guests' name and confirmation number.

5. Do you offer airport transportation to your guests?

Our hotel does not offer a shuttle service to and from the airport, however we have partnered with several taxi and shuttle service companies in the area. Below are our recommendations.

Prestige Premier Group, Executive Transportation

Sayed – 919-491-4333
(advanced reservation required)

University Taxi and Shuttle, Private Car Service

Charlie – 919-616-6434 or 919-599-5540
(advanced reservation required)

RDU Taxi, Licensed provider with RDU Airport

919-840-7277
(on-demand service available)

Super Shuttle

<http://www.supershuttle.com> or 800-258-3826
(on-demand service available)