

## Common Inquiries

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### Reservation

- ✓ Can I make reservation on the day of the stay?
  - Yes, you can make reservation if there is a vacant room. Vacant room still may be available even if the website shows otherwise, so please call the hotel directly and find out.
  
- ✓ Can a person who is not staying make reservation?
  - Yes, person who is not staying can make reservation.
  
- ✓ Is there a cancelation waiting list?
  - Sorry, we do not offer cancellation waiting list.  
Please make another reservation some other time. We thank you for your cooperation.
  
- ✓ Can I confirm to make sure my room is being reserved?
  - Yes, you can make confirmation by contacting the hotel. If you applied through the website, we will send you a separate notice to your email.
  
- ✓ Can a minor stay on his/her own?
  - Child below junior high school must be accompanied by a guardian in order to stay at the hotel. If a person is over high school but still is considered a minor, he/she still needs to get a consent of guardian to stay at the hotel.
  
- ✓ How do I make reservation if I'm accompanied by a small child?
  - No additional fee is charged if a child below elementary school is staying at the same room and sleeping on the same bed with guardian. Only 1 child is allowed to sleep on 1 bed with guardian. Please make reservation by only counting the number of adults without counting the children. Please make reservation by counting the person over junior high school as an adult. Even if a child is below elementary school, if such child is sleeping on a separate bed, he/she must be reserved as an adult.

## Charge

✓ When will I be subject to cancellation fee?

→ The cancellation fee will be charged based on the lodging provisions established by our hotel.

【Individual guest】

Cancellation on the day of stay/previous day . . . 20% of the lodging charge

Cancellation on the day of stay . . . 80% of the lodging charge

If there is no notice of cancellation . . . . 100% of the lodging charge

Please contact the hotel regarding the lodging provisions/cancellation policy

✓ Is baby crib available?

→ Sorry, we do not provide baby crib. However, we do provide a bed guard, so please request it at the front desk.

✓ Is there an extension charge?

→ If you are extending the checkout-time, ¥1000 (tax not included) will be charge per each extended hour per room regardless of the number of persons. After passing of 2pm, it will be charged as 1 full night of stay. The available extension time will differ depending on the circumstance of each day, so please check at the front desk.

✓ When should I make the payment?

→ Our hotel policy is advance payment. Please make payment either before or upon checking in.

## Check-in/Check-out

✓ Can I use credit cards?

→ We accept various credit cards.

(VISA/JCB/AMEX/Diners Club/MasterCard/UC/DC/NICOS/Unionpay)

✓ Do you accept payment with currency other than yen?

→ Sorry, we only accept payment in the form of yen. Please also note that we do not offer foreign exchange service.

- ✓ What time is check-in/check-out time?
- Check-in time is 2pm/check-out time is 10 am for our hotel.  
Since the front desk staff is available 24 hours, you can arrive at late night and leave early in the morning.

## Breakfast

- ✓ Is breakfast free?
- We offer fee-based breakfast. For those who request breakfast, we recommend our excellent value plan that comes with breakfast.  
Guests who did not reserve under a plan that comes with breakfast can still order breakfast by paying on the day of stay. In such case, please make payment by directly ordering at the restaurant.
  
- ✓ When is restaurant open?
- (Breakfast) 7 : 00 am ~ 10 : 00 pm <L.O. 9:30 pm >  
(Lunch) 11 : 00 am ~ 2 : 00 pm  
(Tea time) 2 : 00 pm ~ 6 : 00 pm  
(Dinner) 6 : 00 pm ~ 10 : 00 pm <L.O. 9:00 pm >  
Tea time and Dinner; Closed on Saturdays, Sundays, National Holidays and New Year season (Dec. 31-Jan. 3).

## Various services

- ✓ Can you arrange for a taxi?
- Yes, please request for it at the front desk.
  
- ✓ Do you provide dry cleaning service?
- If you bring us your clothes by a set time in the morning, we can have it ready by the evening of that day.  
Please contact the hotel for the reception hours.  
Dry cleaning slip/laundry bag is provided in the guest room so please bring these items to the front desk.  
The price will differ depending on the type of clothes, so we will give the price quote

when it's completed.

Coin-operated laundry machine (fee-based) is also available inside the hotel.

- ✓ Does the hotel provide household medicine?
  - The medicine related laws and regulations stipulate that hotels cannot provide any medical supplies. However, we do offer adhesive tape, thermometer, ice pillow, etc., so please feel free to ask for them at the front desk.
  
- ✓ Is there a room service?
  - No, we do not offer a room service.
  
- ✓ Is there a massage service?
  - We offer aroma oil body treatment massage. Please make reservation by directly calling the phone number listed inside the guest room.
  
- ✓ Is there a safe inside the room?
  - We do not provide safe inside the room. You can leave valuables at the front desk so please contact the front desk staff.
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- ✓ Is there a copy machine?
  - Fee-based copy machine is available at the front desk.
  
- ✓ Is there a FAX service?
  - Fee-based FAX machine is available at the front desk.
  
- ✓ Can I send the luggage in advance?
  - Yes, we will keep the delivered luggage at the front desk.  
Please have the luggage sent to the hotel by writing down the name of the person staying and the check-in date on a slip.  
Please note that we do not accept luggage being delivered through payment on arrival/c.o.d.

## Equipment/Rental Equipment

- ✓ Is there an internet connection?

- We provide free Wi-Fi and Ethernet cable connection.
- ✓ Is DVD player available?
  - A limited number of DVD players are available. Please make a request at the front desk.
- ✓ Is refrigerator available?
  - We provide empty refrigerator.
- ✓ What kind of equipment are available in the guest room?
  - We provide the following items:  
Unit bath/Toilet with warm water washer/Hair dryer/Electric kettle/Mug cup/  
Refrigerator/Internet (Wi-Fi/Ethernet cable) /LCD TV/Alarm clock/Hanger ·  
Hanger with clipper/Shoehorn/Clothes brush/Air cleaner with humidifier/Desk  
stand/Video on-demand  
<Amenities >  
Bath towel/Face towel/Bath mat/Night wear/Toothbrush/Shaver/Hairbrush/  
Q-tip/Body towel/Shampoo/Conditioner/Body soap/Tea/Shoe shine paper/  
Slippers/Deodorization spray, etc.
- ✓ Do you lend PC?
  - We lend fee-based laptop PC at the front desk.
- ✓ What kind of rental equipment are available?
  - We provide iron/ironing board/pants pressor/desk stand etc.  
Please come get those equipment at the front desk.

## Inside the Hotel Information

- ✓ Where is Ice machine?
  - Fourth floor
- ✓ Where is vending machine?
  - Fourth floor

- ✓ Where is microwave?  
→ Fourth floor
  
- ✓ Where is coin-operated laundry?  
→ Second floor
  
- ✓ Is there a parking lot?  
→ Parking lot is available for ¥1000 per night (tax not included) between check-in and check-out time. Reservation is not available (first come first serve). The parked car cannot enter and leave the parking lot during the middle of the stay.
  
- ✓ Is there a special room for physically handicapped person?  
→ Special room (corresponding to wheelchair) is available for physically handicapped person. Please contact the hotel for details.

## Others

- ✓ Can I bring my room key with me when I leave the hotel?  
→ For security purposes (elevator, late night entrance, etc.), after checking in, please bring the room key with you when you leave the hotel.
  
- ✓ Can I bring a person who is not staying to the room?  
→ Sorry, due to the crime prevention/fire hazard reasons, we do not allow any person who is not staying at the hotel to enter into the room.
  
- ✓ Can I bring in pets?  
→ Our hotel does not allow an entry of pets other than the service dog.
  
- ✓ Is there a curfew?  
→ For safety reasons, the entrance door will lock between 1 am and 5 am.  
The guests who are staying can unlock the entrance door with the room key.  
Please let us know if you are checking in later than the reserved check-in time.  
Our staff are available 24 hours.