

Frequently Asked Questions

Q.01 What are the room and bed sizes?

A.01 [Please see the details in the 'Rooms' page.](#)

Q.02 Do you have baby bed?

A.02 Yes we do. Please make a request when you make a reservation. Please be informed that it is subject to availability. For the safety reason, the use of baby bed is for child under 12month. It can be prepared only for Deluxe Twin room.

Q.03 Can a child share a bed with adult?

A.03 It is depend on the room type. Please consult us to the email below.

Q.04 What age the child price applies?

A.04 From 4 years old until 12 years old.

Q.05 Do you have internet facility?

A.05 Yes, we have complimentary Wifi service which can be connected in every guest room and lobby area. You can connect to the network from your PC, smart phone etc.

Q.06 Can I make room request such as non-smoking, higher floor and adjacent room etc?

A.06 Yes, you can. Please make a request when you make a reservation. Please be informed that the request is subject to room availability.

Q.07 Do you have a Japanese style room?

A.07 No, we do not have Japanese style room.

Q.8 What time are the check in and check out?

A.8 Check in is 1:00P.M and check out is 11:00A.M.

Q.9 How much does it cost for the late check out?

A.9 One third of one night tariff rate if you would like to extend until 3:00 PM, a half of one night tariff rate if you would like to extend until 6:00PM.

Q.10 When does it start to apply the cancellation charge and what is the cost of it?

A.10 Cancellation the day before arrival: 20 %, Cancellation on the day of arrival: 80 %
No show: 100% *There is no charge occurs for the cancellation 2 days and more before the arrival.

Q.11 Do you have a waiting list?

A.11 No, we do not have a waiting list.

Q.12 Can I make amendment to my reservation details directly to the hotel?

A.12 For the reservation amendment please contact to the reservation channel that you made the reservation.

Q.13 Until what time can we check in?

A.13 We do not set the time limit for check in, however if your arrival is going to delay significantly please kindly call to the hotel directly. (+81 3 3205 1111)

Q.14 Do you have parcel receipt and delivery service?

A.14

Receipt: Yes, we can receive the parcel if the fee is prepaid. Please state your check in date and reservation name on the bill.

Delivery: Yes, we do for domestic delivery. Please contact our bell desk on 1st Floor. For international delivery please consult at the bell desk.

Q.15 Can you keep the luggage before check in and after check out?

A.15 Yes we can keep your luggage before check in and after check out. Please make sure that you take valuables and fragile items with you.

Q.16 We will come back to stay here at a later date, can you keep the luggage until then?

A.16 Yes we can keep your luggage at the bell desk until your next stay without charge. Please make sure to take valuables and fragile items with you.

Q.17 Can you keep valuables?

A.17 Please use the safety box in room.

Q.18 I would like to make a reservation at a restaurant in the hotel.

A.18 Please contact us to the email below.

Q.19 I have special dietary requirements such as food allergy. Can I make a request?

A.19 Please consult us to the email below.

Q.20 Do you have pick up service?

A.20 No, we do not have pick up service.

Q.21 How do I get to the hotel from airport?

A.21 [Please see Map & Direction in the 'Location' page.](#)

Q.22 Do you have car park?

A.22 Yes, please use the hotel car park in the Subnade parking lot (height limit 2.1m). The hotel guest can use the parking with ¥2,000 per night (without taking the car out and in)

Q.23 Do you have laundry service?

A.23 Yes, we have. If you would like to receive it within same day please hand it to the housekeeping before 11A.M. (return at 7:00P.M)

Q.24 Do you have business center?

A.24 We do not have a business center. However, there is a self-serviced copy machine (charge applies) and computer (charge applies) at B1 Lobby floor. For fax, please contact at the front desk. (charge applies for transmission only)

Q.25 Do you have any service for special occasion such as cakes, wines in room?

A.25 No, we do not have such a service as there is no room service.

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