



ABOUT ACCOMMODATION

Q. How large are your guest rooms?

A. We have guest rooms as follows:
Comfort Double Room : 18.6~21.1m²
Standard Twin Room : 21.6~25.7m²
Deluxe Twin Room : 27.3~29.9m²
Suite : 40.6m²

Q. I use a wheel chair. What is the width of the room entrance doorway?

A. The general guest rooms are 800 mm, and the universal rooms are 850 mm.

Q. Are there any connecting rooms?

A. No, we do not have any connecting rooms.

Q. Do you have room service?

A. No, we do not offer room service.

Q. What bath amenities and guest room facilities do you provide?

A. We prepare hair brushes, men's razors, shower caps, body towels, cotton swab, cotton, face masks (four varieties), and cosmetics kits.

Q. What kinds of facilities are available?

A. We prepare a pants presser, hair curling iron, scale, blanket, memory foam pillow / buckwheat pillow, and extension cord.

Q. Can I watch Blu-ray/DVD?

A. We lend blu-ray/DVD players for free upon request. Please note that we have limited quantity.

Q. Can guests use the internet?

A. Yes, there are free wired and wireless/Wifi internet accesses in our hotel.

Q. Can I request a smoking room?

A. No, all of our guest rooms are non-smoking. Smoking area can be found on the 1st floor.

Q. Do you provide any anniversary/celebratory services?

A. No, we don't. Thank you for your understanding.

Q. Is there a waiting list for cancellations?

A. Please note that we do not hold a waiting list for cancellations.

Q. What is your cancellation policy?

A. The cancellation policy is as following.

- 1 day before your check-in date : 80% of the room charge
- The day of your check-in date : 100% of the room charge
- No show: 100% of the room charge

For some accommodation packages, charges may be different. Please confirm the policy when making your reservation.

Q. I want to have my baggage checked in before I check-in. Is this possible?

A. Please send your baggage to the address below. Make sure that your name and the date(s) of your stay are specified.

Front Desk, THE ROYAL PARK CANVAS KOBE SANNOMIYA
2-3-1 Shimoyamate-dori, Chuo-ku, Kobe 650-0011
TEL: +81-78-391-1110

Q. When does check-in start? When does check-out end?

A. Check-in starts at 3 p.m. and ends at 11 a.m.
* The check-in and check-out times may differ according to the plan of your stay. Please check the times when you make a reservation.

Q. Can I check in earlier than the designated time?

A. The following additional fees will be included when checking in early.
A. Check in before 11:00 a.m.

A fee equivalent to having stayed at the hotel on the previous day will be added. An accommodation reservation for the previous day is required.

B. Check in between 11:00 a.m. and 3:00 p.m.

1,000 yen per room per hour (service fee / tax included)

Note: There are cases where we may not be able to meet your request due to the operations situation on the day in question or the previous day. We thank you for your understanding.

Q. Can I check out later than the designated time?

A. The following additional fees will be included when extending check out time.

A. Check out between 11:00 a.m. and 6:00 p.m.

1,000 yen per room per hour (service fee / tax included)

B. Check out after 6:00 p.m.

A fee equivalent to having stayed at the hotel on the day in question will be added.

Note: There are cases where we may not be able to meet your request due to the operations situation on the day in question or the next day. We thank you for your understanding.

Please inquire with a staff member regarding details on fees and availability when checking in.

Q. Is it possible to move the two beds in the twin rooms next to each other?

A. Beds are set up adjacent to each other in Standard Twin and Deluxe Twin rooms.

Q. Can I leave my baggage at the front desk?

A. Yes, you can. If you arrive earlier than the check-in time on your arrival date, you can leave your baggage at the front desk even before your check-in. Feel free to consult our staff.

You can also leave your baggage after your check-out, but only on the same day. However, please be sure to carry any valuables, including your passport, with you.

Q. Can guest rooms accommodate three people?

A. Please make a reservation for a room type that can accommodate up to three guests.

For details on guest rooms, please see the rooms page.

Q. Can I request a room meeting my specific preferences, such as a room on a higher floor?

A. We will try our best to accommodate your request, however please kindly note that we may not always be able to meet your request, as this depends on room availability.

Q. How does the hotel accommodate children?

A. Children are charged the same amount as adults, with the exception of elementary school-aged or younger children sharing beds with their guardians.

However, please note that an adult guest can accompany only one such child free of charge; children in excess of this limit will be charged.

Junior high school-aged or older guests are charged ordinary room rates.

Q. Who should I make contact with, if I left my belongings?

A. Please contact the hotel. TEL: +81-78-391-1110

Q. Do you have a baby crib rental?

A. Yes, baby cribs are provided free of charge. For safety, cribs can be supplied only for babies who cannot stand up by self and be under 11 month old. Please note that the number of cribs is limited and may not be available at all times.
Please directly contact the hotel to inquire regarding guest rooms in which one can be provided.(There are some rooms in which a crib cannot be provided.)

Q. Is there a parking and a carriage at the hotel?

A. The hotel does not have a dedicated parking area. Please use a nearby coin-operated parking lot.

Q. Is there a convenience store nearby?

A. The FamilyMart convenience store located approximately one minute on foot from the hotel.

Q. Is there an ice machine in the hotel?

A. Icemakers are located on floors 3, 7, 9, and 11.

Q. Are there vending machines in the hotel?

A. No, there isn't. Thank you for your understanding.

Q. Do you have laundry service?

A. No, we do not have a laundry service. Please kindly use a laundromat with your coins.

Q. Is there a laundromat in the hotel?

A. There are 24-hour washing machines and dryers located on the 2nd floor.
Wash - dry (up to 3kg standard: 120 minutes, ¥500)
Wash - dry (up to 1kg small load: 80 minutes, ¥400)
Wash only (up to 6kg: 35 minutes, ¥300)
Additional dry (up to 3kg: 30 minutes, ¥100)

Q. Do you accept credit cards?

A. Yes, we accept the following credit cards:
American Express, Visa, Diners Club, JCB, MasterCard, and Union Pay (銀聯) .

Q. How much do you require as a deposit?

A. Guests are kindly requested to pay their full room charges when they check in, instead of paying a deposit.

If you are charged any additional fees for the use of hotel facilities or services, please pay them when you check out.

Q. How do I pay in advance?

A. If you wish to pay in advance, please contact us. The following methods of advance payment are accepted.

- Domestic bank transfer
- Direct payment at the front desk (cash or credit card)

* The bank transfer should be completed 3 business days prior to your check-in date.

Q. Can I exchange money at the hotel?

A. We can not offer you money exchange service. Please kindly go to the bank or the currency shop.

Q. Do you have a conference room in the hotel?

A. The Canvas Meeting Room on the first floor can be used for a fee.
Fee: 5,000 yen for two hours (Consumption tax included. 1,000 yen for each additional hour.)

Capacity: Eight people maximum

Q. Do you accept gift certificates?

A. We accept gift certificates issued by the following credit card companies: VISA, DC, Diners, JCB, UC and UFJ.

Q. Can I accumulate airline mileage points?

A. No, you cannot. We do not have any partnerships with airline mileage services. Thank you for your understanding.

Q. Are there any rooms with extra beds?

A. An extra bed can be provided only in Deluxe Twin Rooms and Suites. It is possible to add one extra bed to a Deluxe Twin Room for a total of three beds. It is possible to add two extra beds to a Suite for a total of four beds.

Q. Do guests have a night-time curfew?

A. No, they don't.
However, the automatic doors at the hotel entrances are locked from 1 a.m. to 6 a.m. If you need to enter or leave the hotel during these hours, please use your guest-room keycard with the card reader at any of the entrances or contact hotel staff using the intercom at the entrance.

Q. Is there a floor exclusive to female guests?

A. No, there isn't. Thank you for your understanding.

Q. Can I adjust the air conditioning in my guest room?

A. Yes, you can. Air conditioning can be adjusted in each guest room.

Q. Can I use public hotel facilities while wearing a housecoat (pajamas) and slippers?

A. Please refrain from using public hotel facilities while wearing a housecoat (pajamas) and slippers.

Q. Do you offer shipping service?

A. We have Kuroneko Yamato parcel for domestic service.

Q. Is there a fitness club in the hotel?

A. There is a 24-hour training gym located on the 2nd floor. It is free for guests staying at the hotel.

Q. Do you have wheelchairs for rent?

A. Yes, we do. Our guests can use rental wheelchairs within the hotel, in principle.

Q. Is there a beauty salon in the hotel?

A. No, there isn't. Thank you for your understanding.

Q. Do you provide massage services?

A. No, we don't. Thank you for your understanding.
For the purposes of preventing crime, only guests staying at the hotel may use the guest room floor. Therefore, a masseuse will not be allowed to access the floor even if a guest should arrange for a massage.

Q. Do you provide baby-sitting services?

A. No, we don't. Thank you for your understanding.

Q. Is there an accessible restroom in the hotel?

A. Yes, an accessible restroom is available on the 1st floors.

Q. Are there any barrier-free rooms?

A. One room is available. Please make your reservation at the following telephone number.
Hotel representative telephone number: 078-391-1110

Q. Which post office or financial institution branch is nearest to the hotel?

A. Kobe Yamamoto-dori Post Office is approximately seven minutes on foot from the hotel.
Also, there is an ATM at the FamilyMart convenience store located approximately one minute on foot from the hotel.

ABOUT CANVAS LOUNGE

Q. What kind of Lounge does it have?

A. We offer breakfast for guests staying at the hotel. During café / Bar time, snacks and nuts are available in addition to a variety of drinks.

Q. When is it open?

A. The hours of operation for the Canvas Lounge are as follows.
Breakfast 6 : 30 ~ 10 : 00
Cafe & Bar Time 11 : 00 ~ 24 : 00 (L.O. 23 : 00)

Q. Can I make a reservation?

A. Unfortunately we do not take reservations.

Q. Is there a banquet hall?

A. No, there isn't. Thank you for your understanding.

Q. Can I visit the CANVAS Lounge if I'm not staying at the hotel?

A. Guests not staying at the hotel may use the CANVAS Lounge during café & bar time between 11:00 ~ 24:00.

Q. Are there power outlets?

A. There is power at every seat.

Q. What kinds of facilities are available?

A. Wireless LAN (Wi-Fi), power outlets, screen, sound, and a DJ booth are available.

Q. Does it have different kinds of food and drinks?

A. Soft drinks, bottled beer, and bottled cocktails are available.

Q. Is there an all-you-can-drink plan?

A. No, it doesn't. Thank you for your understanding.

Q. Is the restaurant equipped with an internet connection?

A. Wireless LAN (Wi-Fi) is available.
Please ask for the password when arriving at the facility.

Q. Do you take group reservations?

A. Unfortunately we do not accept group reservations.

Q. Can I bring a guide dog companion?

A. Yes, you can.

Q. Can I host an afterparty there?

A. Unfortunately, we do not have these services available.

Q. Can I reserve it?

A. Unfortunately, we do not have these services available.

Q. Is the lounge handicap accessible?

A. Wheelchair users can use the CANVAS Lounge.

Q. Is there a dress code?

A. No, there isn't.

Q. Can you assign some smoking and some non-smoking seats?

A. The entire Lounge is smoke-free.

Q. Do you have anniversary services?

A. Unfortunately, we do not have these services available.

Q. Are there private rooms?

A. There is a private room that can be used by up to eight people. Reservation required ** Two hours: 5,000 yen, each additional hour: 1,000 yen ** Up to three hours maximum**

Q. Can it be used at parties?

A. Unfortunately, we do not have these services available.