



ABOUT ACCOMMODATION

Q. How does the hotel accommodate children?

A. No Room Charge will be applied to children up to 12 years old who do not require a separate bed and amenities.

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

A. We are afraid we can not arrange the specific preferences.

Q. Can guest rooms accommodate three people?

A. Deluxe Twin and Suite can accommodate three people with extra charge for extra bed fee.

Q. Is early Check-in or late Check-out possible?

A. As for Early Check-in and Late Check-out, we will charge following extra fee.

<Early Check-in>

1. Early Check-in before 11:00 a.m.

>>Full day reservation of the previous date is required.

2. Early Check-in between 11:00am and 15:00/3pm.

>>JPY1, 000-(service charge and tax included) per hour will be necessary.

It would be guaranteed with the above extra charge when you inform us in advance.

※Please note that request may not be available at all times depending on the room availability.

<Late Check-out>

1. Late Check-out between 11:00 a.m. and 18:00/6pm.

>> JPY1, 000-(service charge and tax included) per hour will be necessary.

2. Late Check-out after 18:00/6pm.

>>Full day reservation of the date is required.

※Please note that Late Check-out may not be available depending on the room availability of your departure date.

Q. Is there a waiting list for cancellations?

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

Q. Can I accumulate airline mileage points?

A. No mileage partnerships.

Q. Do you provide any anniversary/celebratory services?

A. No deposits required.

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

A. Please contact the hotel. (Available for 24 hours)
TEL: 81-6-6220-1111

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

A. The width of the private room's main door is approx. 80cm.

Q. Are there any connecting rooms?

A. We do not have any connecting rooms.

Q. Do you have room service?

A. No, we do not offer room service.

Q. Do you accept credit cards?

A. Yes, we accept the following credit cards:
American Express, VISA, DC, Diners, JCB, Master, UC, UFJ, Nicos and Saison

Q. Do you accept debit cards?

A. We only accept China Union Pay(銀聯).

Q. How much do you require as a deposit?

A. We do not accept deposits, room fees are paid by credit card or Unionpay card upon Check-in.
Further, as fees for hotel facility usage cannot be added to your room fee, we ask that you pay these fees upon each use.

Q. Reservations and Inquiries

A. Please contact the hotel. (Available for 24 hours)
TEL: 81-6-6220-1111

Q. Can I request a non-smoking room?

A. All rooms are non-smoking room.

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.

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

A. We do not have a car park. Please kindly use public parkings around the hotel with your own responsibility.

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

A. Free Wi-Fi is available in the lobby and the guestroom.

Q. Can guests use the internet?

A. Each room is equipped with wired LAN / wireless LAN (Wi-Fi), and is available free of charge.
Additionally, LAN cables can be rented from the front desk.

Q. Is there a convenience store nearby?

A. FamilyMart is located in the same building on 1st floor.

Q. Is there an ice machine in the hotel?

A. Ice makers are located on floors 2, 3, 4, 6, 8, 10, and 12.

Q. Do you have laundry service?

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

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. How do I pay in advance?

A. We accept bank transfer or onsite payment (cash or credit card).
Customers who wish to settle in advance can set the range and date of payment by calling the hotel's reservations line.

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

A. We do not have a conference room in the hotel.

Q. Can we add breakfast to our plan?

A. Breakfast is ¥1,200 per person (consumption tax included).
(There is no fee for children.)
No reservations are needed for breakfast, so please feel free to come during breakfast hours.

* Breakfast is limited to guests staying at the hotel.

Breakfast: 6:30 ~ 10:00

Q. Can we have item(s) ordered online shipped to your hotel?

A. We will receive them for you. Please be sure to have the package sent to the name on your room reservation. Also, please have them include your Check-in date.
*Please pay in advance for any items shipped to our hotel, including all shipping charges.

Q. Do you offer shipping service?

A. We have Kuroneko Yamato parcel for domestic service.

Q. How and when do you accept payment?

A. Room fees are paid upon Check-in via cash, credit card, or Unionpay card.
Further, as fees for hotel facility usage cannot be added to your room fee, we ask that you pay these fees upon each use.

Q. Are there coin laundry facilities?

A. There are 24-hour washing machines and dryers located on the 3rd 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. Is there a fitness club?

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

ABOUT CANVAS LOUNGE

Q. What kind of restaurant does it have?

A. The CANVAS Lounge is located on the 2nd floor.
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. Hours are listed below:
Breakfast: 6:30 ~ 10:00
Café & bar time: 10:00 ~ 24:00 (last order 23:00)

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

A. The CANVAS Lounge offers breakfast plates.
During café / bar time, paninis, snacks and nuts, carbonated beverages (organic colas and fruit-flavored Italian sodas), bottled beer and bottled cocktails are also available.

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 10:00 ~ 24:00.
* Breakfast is limited to guests staying at the hotel. (6:30 ~ 10:00)

Q. Is there Internet?

A. You can use our wireless LAN (Wi-Fi). Please ask our staff for password.

Q. Is there a banquet hall?

A. Unfortunately no.

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

A. Unfortunately no.

Q. Do you take group reservations?

A. Unfortunately we do not accept group reservations.
If you are thinking of hosting a party or event in the lounge area, please inquire with us via the inquiry form on our website or by phone.
Hotel representative phone: +81-6-6220-1111

Q. Can I bring a guide dog companion?

A. Yes.

Q. Can I host an afterparty there?

A. If you are thinking of hosting a party or event in the lounge area, please inquire with us via the inquiry form on our website or by phone.
Hotel representative phone: +81-6-6220-1111

Q. Can I reserve it?

A. If you are thinking of hosting a party or event in the lounge area, please inquire with us via the inquiry form on our website or by phone.
Hotel representative phone: +81-6-6220-1111

Q. Is the lounge handicap accessible?

A. While the lounge is wheelchair accessible, there are certain areas with steps.

Q. Is there a dress code?

A. There is no dress code specified for the lounge.

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

A. The entire Lounge is smoke-free. There is a smoking area on the 2nd floor.

Q. Do you have anniversary services?

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

Q. Can I make a reservation?

A. Unfortunately we do not take reservations.

Q. Are there power outlets?

A. There is power at every seat. Please contact the hotel for more information.
Hotel representative phone: +81-6-6220-1111

Q. What kinds of facilities are available?

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

Q. Are there private rooms?

A. There is a private room in the back of the lounge (8 seats) that can be used free of charge.