



THE ROYAL PARK
KYOTO SHIJO

*Please note that conditions are subject to change.
(Updated March, 2020)

FAQ

Accommodation and Other services

Q: How does the hotel accommodate children?

A: No room charge will be applied to children aged up to eleven who do not require a separate bed.

Q: Do you have 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 12 month old. Please note that the number of cribs is limited and may not be available at all times.

**Over a year and 6 months years old, we could provide a bed guard. These are also limited and may not be available at all times.*

Q: Can we add breakfast to our plan?

A: Breakfast can be added on an ad-hoc basis.

- 2,420* yen per adult
- 1,210* yen per child (6 ~ 11 years old)
- Under 6 years old can eat bread buffet and orange juice for free

Reservations for breakfast are not required. You can simply visit the restaurant when you like and add the breakfast charges to your room bill.

Breakfast consists of a main dishes can be selected 5 kinds and an all-you-can-eat bread, jam, and cheese buffet.

**All prices include consumption tax and service charge (10%).*

Q: When does restaurant open and close?

A: Breakfast...6:30 am ~10:00 am (Last entry 9:30 am)
Lunch/Tea/Dinner...10:00 am ~10:30 pm (Last entry 9:30 pm)
Bakery...6:30 am ~9:00 pm

Q: Can guest rooms accommodate three guests?

A: An extra bed can be provided for only one room type: '*Superior Twin*'

Q: Are there any connecting rooms?

A: Yes, we do have outer connecting rooms for the pair of the '*Standard Twin*' and the '*Deluxe Twin*'. Due to limited availability of connecting rooms, please inquire when making your reservation so that we may accommodate your request.

Q: I use a wheelchair. What is the width of the room entrance doorway?

A: The entrance to our guest rooms is 800 mm by 1,955 mm.

We also have wheelchair-accessible room (with an entrance doorway width of 830 mm).

The Royal Park Hotel Kyoto Shijo

668 Nijohanjikicho, Bukkoji Agaru, Karasuma-dori, Shimogyo-ku, Kyoto 600-8412

TEL : 81-75-351-1111 FAX : 81-75-351-1130



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**Due to limited availability, please contact us at your earliest convenience so that we may accommodate your request.*

Q: Are there smoking rooms?

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

Q: Is early check-in or late check-out possible?

A: As for early check-in and late check-out is basically subject to availability.

<Early Check-in>

Please note that guests may not be able to check in early, depending on room availability at the time of arrival. If there is availability, there is an extra charge.

**You can also leave your luggage at the Front Desk if you arrive before check-in time.*

<Late Check-out>

The surcharge for late check-out is as follows. Depending on room availability on your departure date, late check-outs may not be available.

- Until 2:30 pm: 30% of the room rate
- Until 6:00 pm: 50% of the room rate
- After 6:00 pm: 100% of the room rate

**Room rates for late check-out are calculated by the standard room rate on the day before of departure.*

Q: What is your cancellation policy?

A: Cancellation less than 7 days prior to the date of arrival will incur cancellation charge as following.
More than 8 days prior: No charge / 7-2 days prior: 40% / 1 day prior: 80% / The date: 100% /
No show: 100%

**Reservation from a third party, please according to theirs.*

**Group (more than 7 rooms and 10 people) is different from above. For more details, please contact us.*

Q: Is there a waiting list for cancellations?

A: We do not currently have a waiting list for cancellations.

Q: I want to have my luggage checked in before I check in. Is this possible?

A: Please send your luggage to the address shown below. Make sure that the guest name and the check-in date are both specified.

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668 Nijohanjikicho Bukkoji Agaru, Karasuma-dori, Shimogyo-ku, Kyoto
Zip code: 600-8412 TEL: +81-75-351-1111

**Please pay in advance for all shipping charges.*

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

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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 do offer shipping services as below:

•Japan Post (Yu-Pack)

URL https://www.post.japanpost.jp/service/you_pack/index_en.html

•Luggage Free Travel

URL <https://www.luggage-free-travel.com/travel/index.php?lang=1>

Q: Who should I contact, if I have left my belongings at your hotel after checking out?

A: Please contact at the hotel. (Available for 24 hours)

TEL: +81-75-351-1111

**075-351-1111 from a domestic telephone.*

Q: Do you have room service?

A: No, we do not offer room service.

Q: Is there a parking lot?

A: No parking is available on the hotel premises.

There are parking areas nearby, to which we can provide maps at the front desk. Parking is generally around 2,000 yen per night. Please park in front of the hotel and come to the front desk to receive information.

Q: Do you have laundry service?

A: Our hotel has Laundromat and Professional laundry service.

<Laundromat>

•There are two washers and two dryers on 2nd floor.

•They are available 24 hours a day.

•Washing...JPY 300- (soap pour automatically) / Dryer...JPY 100- / 30 min.

<Professional laundry service>

•Please fill in the order sheet in your room. Any items picked up by 10:00am in the morning, will be returned on the same day after 7:00pm.

**Overnight Service...Any items picked up by 6:00 pm, will be returned on the next day after 9:00 am.*

Price is 50% add than Regular service. No Overnight Service on Sunday and Japanese national holiday.

Q: Can guests use the internet?

A: Both wired and wireless internet can be accessed in the guest rooms. For computers with a LAN port, please use the LAN cable provided in the room. There is no charge for internet usage.

For devices that do not have a LAN port, the internet can be accessed via the hotel's wireless signal.

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Payment

Q: Do you accept credit cards?

A: We accept the following credit cards:
American Express, Visa, Diners Club, JCB, MasterCard.

Q: Do you accept debit cards?

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

Q: Do you accept QR code payment?

A: We accept We Chat Pay, ALIPAY and LINE Pay.

Q: Do you accept gift certificates?

A: We accept gift certificates issued by the following institutions:
Visa, DC, Diners Club, JCB, UC and UFJ.

Q: Do you require a deposit?

A: If you have any preference about it, please contact us by email (rsv-shijo@rphs.jp)

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