



*Please note that the program is subject to change.

(November, 2017. Update)

FAQ

Accommodation & Other Services

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 12:00/noon.

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

2. Early check-in between 12:00/noon 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.

(Only for the room types: Comfort single, Double and Superior twin)

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

※Regular check-in time is 15:00, except for some accommodation packages.

<Late Check-Out>

1. Late Check-Out between 11:00am 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.

※Regular check-out time is 11:00, except for some accommodation packages.

Q: What is your cancellation policy?

A: The cancellation policy is as following.

- More than 8 days before your check-in date : Not take cancellation charges
- 2 days before for 7 days before your check-in date : 40% of the room charge
- 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: Is there a waiting list for cancellations?

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

Q: Can I request a non-smoking room?

A: Our rooms are all non-smoking. Smoking is strictly prohibited in our guest rooms. For smokers, we have a public smoking area on the lobby floor.

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

A: We accept your baggage arrived within 7days of your check-in. Please send your baggage to the address below. Make sure that your name and the date of your arrival is specified.

ROYAL PARK HOTEL THE HANEDA, TOKYO

2-6-5, Haneda Airport, Ota-ku, Tokyo Zip Code: 144-0041

TEL: 81-3-6830-1111

Q: How does the hotel accommodate children?

A: No room charge will be applied to children up to 12 who do not require a separate bed.

(Up to 1 child per 1 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 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 parking also the carriage porch. Please use the parking of International terminal.

For more information please see below.

URL : <http://www.haneda-airport.jp/inter/en/access/parking.html>

Q: Do you have internet accesses at the hotel?

A: Yes, there are free wired and wireless/Wifi internet accesses in our hotel. Upon arrival, we will inform you the password to access our network.

Q: Is there a convenience store nearby?

A: Yes, there is a convenience store opens 24 hours on the 1st floor of International terminal.

Q: Is there an ice machine in the hotel?

A: It is located on each floor.



Q: Do you have laundry service?

A: Yes, We have laundry service (Wash, dry-cleaning, and press 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 6:00pm.

Q: How do I go to the Domestic terminal?

A: Please use the Free Shuttle Bus of airport. For more information please see below.

URL:

https://www.tokyo-airport-bldg.co.jp/en/access/moves_between_terminals/shuttle_bus_between_terminals.html

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

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

TEL: 81-3-6830-1111

Payment

Q: Do you accept credit cards?

A: Yes, we accept the following credit cards:

American Express, VISA, DC, Diners, JCB, UC Master, UFJ, Nicos and Saison

Q: Do you accept debit cards?

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

Q: Do you accept gift certificates?

A: We accept gift certificates issued by the following credit card companies.

VISA, Diners, JCB, and UFJ

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 only 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: Yes, we have an exchange machine in the lobby. (Only foreign money to Japanese Yen)



Other Facilities

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

A: Yes, We have a conference room (60sqm) on the 5th floor. Please contact us for more information.

Q: What is a Refresh room?

A: It is a private room with a shower, sofa, and a TV. It may be used by hourly bases.

Guests wanting a short time of rest will be recommendable.

Q: Can I book the Refresh room in advance?

A: Yes, we accept advance booking through telephone or mail.

Q: Can we use the Refresh room with several people?

A: No, the Refresh room is for single use only. However, child under 12 may use it with adult (1 child per room).

Q: What is ROYAL PARK HOTEL THE HANEDA, Transit?

A: “ROYAL PARK HOTEL THE HANEDA, Transit” is a transit hotel located in the departure area of Haneda Airport International Terminal. Access is adjacent to Gate 114 on the 3rd floor after passport control. We have guest rooms, refresh rooms, and a lounge.

Please see our official website “Transit Area” for more information.

Q: How can I make a reservation for ROYAL PARK HOTEL THE HANEDA, Transit?

A: Please visit our official website “Transit Area”. It is listed differently with our general hotel reservation. After read the instructions and consent to it, you may reserve the guest rooms in ROYAL PARK HOTEL THE HANEDA, Transit. Or, please contact us directly by mail or telephone.

Q: I want to use the lounge in ROYAL PARK HOTEL THE HANEDA Transit. Is it possible?

A: The guest who use our transit guest rooms or transit refresh rooms may use our lounge.

*Use of lounge only is NOT accepted.