



## FAQ

\*Please note that the program is subject to change.

(September, 2017. update)

### Accommodation & Other Services

#### **How does the hotel accommodate children?**

No room charge will be applied to children aged up to six who do not require a separate bed. Cribs are provided free of charge. (Up to the age of one year) Please note that the number of cribs is limited and may not be available at all times.

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

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.

#### **Can guest rooms accommodate three people?**

Superior rooms or upper grade rooms feature a sofa bed that serves as a third bed.

#### **Is early check-in or late check-out possible?**

##### Check-in

The regular check-in time is 15:00, except for some accommodation packages. Please confirm the check-in time when making your reservation. To check-in early, please contact Room Reservations. Please also note that guests may not be able to check-in early, depending on room availability at the time of your arrival.

##### Check-Out

The regular check-out time is 11:00, except for some accommodation packages. Please confirm the check-out time when making your reservation. The surcharge for late check-out is as follows. Depending on room availability on your departure date, late check-outs may not be available.

Till 15:00	: 30% of the room rate
Till 18:00	: 50% of the room rate
After 18:00	: 100% of the room rate

ROYAL PARK HOTEL THE SHIODOME, TOKYO

1-6-3 Higashi-Shinbashi,

Minato-ku, Tokyo 105-8333

TEL : 81-3-6253-1111

FAX : 81-3-6253-1115



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

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

Front Desk, ROYAL PARK HOTEL THE SHIODOME, TOKYO

1-6-3, Higashi-Shinbashi, Minato-ku, Tokyo, 〒 105-8333 TEL: 81-3-6253-1111

You can have your baggage stored at the Bell Captain Desk when you arrive before check-in time.

**What is your cancellation policy?**

《The visitor who stays by September 30,2017》

If you have made your reservation directly with the hotel, please be sure to contact us at least two (2) days prior to the scheduled check-in date to avoid cancellation charges.

Otherwise, the following cancellation fees will be charged.

One (1) day prior to the scheduled check-in date	:	20% of the room rate
The day of the scheduled check-in date	:	80% of the room rate
No show	:	100% of the room rate

For some accommodation packages, charges may vary. Please confirm the charges when making your reservation.

《The visitor who stays after October 1,2017》

The cancellation policy is as following.

More than 8 days before your check-in date	:	Not take cancellation fees
2 days ago 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.

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**Is there a waiting list for cancellations?**

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

**Can I accumulate airline mileage points?**

Do I qualify for JAL mileage points?

\* JAL: 500 mileage points per stay

\* Some accommodation packages are excluded from the mileage programs. Please confirm details when making your reservation.

**Do you provide any anniversary/celebratory services?**

Orders of birthday cakes, Champagne, flowers are accepted at a charge.

Contact relevant departments for details.

Birthday cakes can be ordered four (4) days prior to the date of arrival

TEL: 81-3-6253-1133 (Food and Beverage Department)

Champagne can be ordered four (4) days prior to the date of arrival

TEL: 81-3-6253-1133 (Food and Beverage Department)

Flowers can, in principle, be ordered up to and on the date of arrival.

TEL: 81-3- 3572-7887 (Designed Flowers "J.D.CROSS" )

If you would like to order specific flowers, please contact us seven days prior to the date of arrival

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

Please contact Housekeeping Department. (Available for 24 hours)

TEL: 81-3-6253-1111

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

The entrance to our guest rooms is 800 mm by 2,050 mm.

We also have an accessible room (with an entrance doorway width of 900 mm x 2,050 mm).

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

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**Are there any connecting rooms?**

No, we do not have any connecting rooms. However, based on availability on the day of your stay, two adjoining rooms may be offered. Please ask when making your reservation.

**Do you have room service?**

No, we do not offer room service.

**Payment**

**Do you accept credit cards?**

Yes, we accept the following credit cards:

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

**Do you accept debit cards?**

We only accept China Union Pay(銀聯).

**Do you accept gift certificates?**

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

VISA, DC, Diners, JCB, UC and UFJ.

**How much do you require as a deposit?**

The following methods of advance payment are accepted.

Payment via bank transfer or at the hotel counter (in cash or with credit card). If you wish to pay in advance, please contact Room Reservations to define the scope of the advance payment as well as the date of payment.

\* Payments via bank transfer may not be accepted when the date of reservation is too close to the date of arrival.

**Reservations and Enquiries**

• Enquiries by Phone TEL 81-3-6253-1111(head)

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