



## FAQ

\*Please note that conditions are subject to change.  
(Updated December, 2016)

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

No room charge will be applied to children aged up to eleven who do not require a separate bed. If adding breakfast for children between 6 and 11 years of age, an additional charge of 1,080 yen is required.

### **Can we add breakfast to our plan?**

Breakfast can be added on an ad-hoc basis for 2,160 yen per adult and 1,080 yen per child between 6 and 11 years of age (children under 6 years of age can eat 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 an all-you-can-eat Japanese/Western buffet, available from 7:00 am until 10:00 am.

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

While we will try our best to accommodate your request, we may not always be able to meet specific requests, as this depends on room availability. Room upgrades might be necessary for certain requests, in which additional charges would apply. Please contact us for more details.

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

An extra bed can be provided for only two room types: *Superior Twin* or *Corner Deluxe Twin*. Please be sure to reserve either of these room types for three (3) guests.

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

• Check-in: The regular check-in time is 3:00 pm, except for some accommodation packages. Please also note that guests may not be able to check in early, depending on room availability at the time of arrival.

• Check-out: The regular check-out time is 11:00, except for some accommodation packages.

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 3:00 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 (Rack Rate) on the day of departure.*

ROYAL PARK HOTEL THE KYOTO

Kawaramachi Higashi-iru, Sanjo-dori, Nakagyo-ku, Kyoto 604-8004

TEL : 81-75-241-1111 FAX : 81-75-241-1139



**Are there smoking rooms?**

No, all of our guest rooms are non-smoking.

Smoking areas can be found on the basement floor and on the third floor.

**I want to have my luggage received before I check in. Is this possible?**

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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\*Please pay in advance for all shipping charges.

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

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

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.

**Do you offer shipping service?**

We do offer shipping services, both through Japan Post (Yu-Pack) and Kuroneko Yamato (Takkyubin). To most domestic locations, this is a next-day service, if received by 4:00 pm (some farther locations require an additional day. Please inquire for more information).

**What is your cancellation policy?**

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 (cancellation without notification):	100% of the room rate

\*Cancellation charges are only for the first night of the reservation only.

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

We do not currently have a waiting list for cancellations.

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

Please contact the Front/Reservations Desk.

TEL: +81-75-241-1111 from an overseas number or 075-241-1111 from a domestic telephone.

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

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 850 mm).

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

**Are there any connecting rooms?**

Yes, we do have connecting rooms for the 'Superior Twin' room type only. Due to limited availability of connecting rooms, please inquire when making your reservation so that we may accommodate your request.

**Do you have room service?**

No, we do not offer room service at this time.

**Is there a parking lot?**

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 between around 1,500 yen and 2,000 yen per night. The parking area that we will suggest depends on the size of the vehicle. Please park in front of the hotel and come to the front desk to receive information. Please provide the make and model of the vehicle to our staff when requesting this information.

**Do you have laundry service?**

Our hotel has a coin-operated laundry area with two washers and two dryers, available 24 hours a day.

Professional laundry service (same day) is also available. If you bring your laundry to the front desk by 10:00 am it will come back around 5:00 pm that evening.



### **Can guests use the internet?**

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. We also provide a touch-screen PC at the concierge desk which can be used by hotel guests free of charge.

### **Do you accept credit cards?**

Yes, we accept the following credit cards:

American Express, Visa, Diners Club, JCB, MasterCard, and Union Pay (銀聯).

### **Do you accept debit cards?**

If the debit card being used has a logo for one of the credit card companies shown above we should be able to perform transactions using this card without issue.

\*We highly recommend having a secondary payment method available, should there be any trouble processing transactions using the first card. Having an additional credit card or cash on hand will help ensure that you do not run into difficulties during your stay.

### **Do you accept gift certificates?**

We accept gift certificates issued by the following institutions:

Visa, DC, Diners Club, JCB, UC, and UFJ.

### **Do you require a deposit?**

We do not require a deposit (Please see information below).

### **How and when do you accept payment?**

Ordinarily, settlement of stay charges are requested at check-in time. Payment can be made by cash or credit card (American Express, Visa, Diners Club, JCB, or MasterCard). Union Pay (銀聯) is also accepted. Incidental charges incurred during the stay will be settled upon check-out.

The following methods of advance payment are accepted:

- Payment at the hotel Front Desk counter (in cash or with credit card).
- Advance payment by credit card (certain documents are required for this method).

If you wish to pay in advance, please contact our reservations department to define the scope of the advance payment as well as to specify a date for the transaction.