

F A Q

■About Reservations

Do you have a waiting list?

A : We do not have a waiting list. If another customer cancels their reservation, it will be automatically reflected on our website, so we recommend checking our website regularly for the most up to date information on rooms.

Is it possible to make a one-night reservation?

A: Due to the regulations of the Special Zone Private Lodging, we do not accept one-night reservations. Please make reservations for two or more nights.

Please tell me about children' s accommodations.

A : Children 5 years old or under may stay for free. While they are not included in the total number of guests, when traveling with children under the age of 5 please indicate their age and the number of children in the "Inquiry/Requests" section. *We may ask you to confirm the age of your children.

Can you tell me about the cancellation fees?

A : If you wish to cancel or modify your reservation made through our official website, please go to the "Reservation Confirmation/Change/Cancellation" section on the Online Reservation homepage and proceed with the cancellation. The following cancellation fees will apply:

*Up to 3 days before: Free

*2 days before: 50% of the total accommodation fee

*1 day before: 100% of the total accommodation fee

Same day or no-show without notice: 100% of the total accommodation fee

If you made your reservation through another booking site (such as Agoda, Booking.com, or Expedia), please process the cancellation through the respective site's My Page. In this case, the cancellation policy of the respective sitewill apply.

What is the Accommodation Tax?

A: An accommodation tax is levied as a non-statutory object tax. Please note that you will be charged an accommodation tax in accordance with Osaka Prefecture law. The accommodation tax is a tax on the room rate per person per night.

The accommodation tax is not included in the room charge displayed at the time of reservation.

Accommodation tax is a tax per person per night.

Please pay it upon arrival.

Room charge	Tax Amount
Less than 7,000 yen	No tax
7,000 yen to less than 15,000 yen	100 yen
15,000 yen to less than 20,000 yen	200 yen
20,000 yen or more	300yen

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■ About check-in and check-out

Please let me know the check-in and check-out times.

A : Check-in time is from 4:00PM to 11:00PM, and check-out time is by 11:00AM.

If your arrival time is after 11PM, please contact us in advance.

Is it possible to do Early check-in or Late check-out ?

A : **[Early check-in]** Early check-in is not guaranteed, as it depends on the situation of the day. Please contact us a day before check-in to see if early check-in will be available. Regardless of if your room is ready or not we can keep luggage at the front desk from 8:00 AM onwards.

[Late check-out] Late check-out is available up to 12:00PM for a fee (2,000 yen per hour). Please note that we may not be able to accept this service depending on room availability.

■ Rooms and Facilities

Are there any smoking rooms or spaces?

A : All rooms in the hotel are non-smoking. Smoking within the building or in a room will result in a penalty fee of 30,000 yen.

What kind of amenities are provided?

A : We provide bath towels, face towels, toothbrushes, slippers, shampoo, conditioner, body soap, and hand soap in each room. Other amenities (hairbrush, hair elastic, shower cap, cotton swab, razor, etc.) are available in the lobby. Please feel free to take them.

*Pajamas are available at the front desk.

Do you have a parking lot?

A : We do not have a dedicated parking lot, so please use the nearby coin-operated parking lots. We do not offer discounted rates or any other services.

Is the building wheelchair accessible?

A : Our facility is not wheelchair accessible. We apologize for the inconvenience.

Is there a curfew?

A : The entrance is locked after 11:00PM, but you can enter after 11:00PM with the same ID and password set at check-in.

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■ About Services

Is it possible to leave my luggage before check-in / after check-out?

A : You can leave your luggage free of charge before check-in and after check-out, during the front desk hours (8:00AM - 11:00PM) on the same day.

Can I send a parcel or suitcase by courier in advance?

A : We can receive luggage and parcels two days prior to your arrival. Please indicate the check-in date and the name of the person who made the reservation (the guest) on the luggage slip.

*Please inform us in advance that you will be sending your luggage.

*We do not accept cash on delivery.

*If your luggage is too large (bigger than a suitcase), we may not be able to accept it due to lack of storage space. Please consult us in advance.

*All luggage and parcels will be kept at the front desk. Luggage and parcels will only be moved to your room if your room is ready before check-in.

Do you have breakfast and room service?

A: No, we do not offer breakfast or room service. Some room types have kitchens with a variety of cooking utensils for if guests would like to prepare their own meals.

Can I reserve rental items in advance?

A: We do not accept advance reservations for rental items. Rental items are limited in number and are checked out on a first-come first-serve basis. Please ask our staff upon arrival.

Can non-guests use the rooms?

A : We do not allow non-guests to enter the rooms. Please use the lobby (8:00AM - 10:00PM).

About the cleaning service.

A : During your stay, we can change towels and collect garbage at anytime.

Bed making and room cleaning services are provided only for those who are staying for 3 nights or more.

For those staying over 3 nights who would like bed making and room cleaning, please let us know at the front desk by noon the day before.

Can you make restaurant reservations or arrange for a birthday cake?

A : We can make restaurant reservations during your stay.

Please note that we do not accept reservations on the day of check-out.

We will also do our best to assist you with a celebration cake or surprise.

Please do not hesitate to contact us if you would like help arranging for a special occasion.