

## **Questions about the hotel**

### ***What are the check-in and checkout times?***

Normally, check-in is at 3 p.m. and checkout at 12 noon.

The time may vary depending on the plan.

### ***Can I check in earlier than the normal check-in time?***

You can check in earlier for an extra fee.

Please note that we may not be able to accommodate your request due to other reservations.

If you would like to check in early in the morning, we ask that you let us know by the day before you arrive.

### ***Can I check out later than the normal checkout time?***

You can check out later than the normal time for an extra fee. Please note that we may not be able to accommodate your request due to other reservations.

### ***Is an Internet connection available?***

Free Wi-Fi is available in all guest rooms.

Guest rooms are not equipped with computers. Please bring your own or use a rental service.

### ***Are there any computers available for use?***

You can rent one for a fee (1,650 yen per day).

\* The number is limited. Please confirm availability in advance.

We also have a business center in the lobby. (330 yen per 10 minutes)

### ***What amenities are provided in guest rooms?***

Nightwear, bathrobes, bath towels, hand towels, toothbrushes, shampoo, conditioner, and soap

We also have the following bath amenities.

For women: Makeup remover, face toner, milky lotion, cotton pads, cotton swabs, comb, and shower cap

For men: After-shave lotion, razor, hair tonic, hair liquid

\* Room clerks have nail clippers, etc. available for use. Please feel free to ask.

***What other amenities are included in guest rooms?***

Air conditioner, widescreen TV, in-room safe, refrigerator (available for a fee), electric kettle, tea set, hair dryer, iron, air purifier, and scale

\*We also have DVD players, trouser presses, humidifiers, desk lamps, and other items available for use upon request.

***Is the guest room equipped with a refrigerator?***

All rooms have refrigerators. Alcoholic drinks and juices are available for a fee.

***How can I keep my valuables safe?***

An in-room safe is installed in each guest room. You can also leave your belongings at the front desk.

***Do you have any Japanese-style tatami guest rooms?***

We have no tatami guest rooms. All guest rooms are western style.

***Do you have any smoking rooms?***

All of our guest rooms are non-smoking.

\* The number is limited. Please confirm availability in advance.

***What types of beds and pillows do you have in the guest rooms?***

We have Serta mattresses in our guest rooms. A feather comforter allows you to easily move your feet. Both feather and Tempur memory foam pillows are provided.

We also have buckwheat shell and other types of pillows available. Please ask us if you would like one.

***Do you have a fitness club?***

You can access the fitness club next door for a fee. An indoor swimming pool and training equipment are available.

Price / Hotel guest 1,650 yen

\* Please note that the facility is not accessible to individuals aged 18 and under.

***Do you have a business center?***

There is an area with computers that have internet access in the lobby on the 1st floor.

The front desk offers a photocopy service.

Price

Computer: 330 yen per 10 minutes

Photocopy: Black-and-white: 50 yen per page

Color: 300 yen per page

***Can I send and receive fax messages?***

You can send messages at the front desk for a fee.

If you would like to pick up messages at the front desk, then please tell the sender to write your name and room number. Prices vary depending on the destination and number of pages. Please inquire at the front desk.

***Do you have a laundry service?***

We offer laundry, dry-cleaning, and pressing services.

Please fill out the laundry slip provided in your room and ask a room clerk.

The delivery time varies depending on when you make a request.

***Do you have vending machines for drinks and cigarettes?***

We have no vending machines in the hotel; however, there are convenience stores nearby.

***Do you have public baths in the hotel?***

We have no public baths. Each guest room has a bathroom for your convenience.

***Is there a parking lot?***

We have a parking lot in the basement of the hotel. When it is full, we ask that you use another parking lot in the basement of a nearby building. We charge guests 2,200 yen per vehicle per night. You can park from 3:00 p.m. on the day of arrival to 12:00 noon on the day of departure. We will charge 550 yen per 30 minutes afterward.

***How can I get to the hotel?***

We are about three minutes' walk from Shimbashi Station on the JR Yamanote and Keihin-Tohoku Lines and the Tokyo Metro Ginza Line, or about six minutes' walk from Shimbashi Station on the Toei Subway Asakusa Line.

A limousine bus service connecting Narita International Airport and Haneda Airport with the Dai-ichi Hotel Tokyo, which is adjacent to us, is available. Please make a reservation at the front desk.

***I'd like some details of children's rates.***

If children share the bed with adults, they are not charged. Baby cots are available for free.

\* The number is limited. Please confirm availability in advance.

A child using a bed is charged at the adult rate.

***Do you have bath amenities and pajamas for children?***

We have a package that includes slippers, a toothbrush, and other items for children as well as kids' pajamas. They are not provided in the guest room. Please inquire at the front desk if you would like one.

***What is your cancellation policy?***

A cancellation fee of 20% of the room charge applies when you cancel on the day before your scheduled arrival.

A cancellation fee of 80% of the room charge applies when you cancel on the day of your scheduled arrival.

A cancellation fee of 100% of the room charge applies when you cancel without notice.

***Can you keep my luggage before I check in and after I check out?***

We can keep your luggage before check-in and after checkout. Please ask a bell staff.

***Can I send my luggage to the hotel ahead of me?***

Please let us know in advance, and we will keep your luggage (except valuables, food, and hazardous materials) until you check in.

Please send your luggage to the address below with your name and check-in date written on the delivery slip.

Mr./Ms. XXX c/o Dai-ichi Hotel Annex (Check-in date: MMM, DD)

1-5-2 Uchisaiwaicho, Chiyoda-ku, Tokyo 100-0011 Japan

***Are there any wheelchairs available?***

Yes, we have some. Please inquire at the front desk.