

## **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 depending on the situation.

If you would like to check in early in the morning, you will need a reservation that includes the previous day. Please let us know by the day before your arrival.

### ***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.

### ***What is the view like from the guest room?***

The view varies depending on the location of the guest room.

[South side] Facing the Shiodome side, you can see Tokyo Tower and a gorgeous night view of the Shinagawa area.

[North side] You can enjoy a view of the town of Ginza and trains coming and going.

### ***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.

***Do you have any family rooms?***

We recommend that families and groups use Connecting Rooms where adjacent twin-type rooms can be connected by an inner door.

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

***Do you have accessible guest rooms?***

Although all of our guest rooms are not entirely accessible, we have a room with the following features.

- Step-free room with a sliding bathroom door
- Handrails beside the bathtub and toilet
- Washstand with sufficient space underneath enabling wheelchair access
- A height adjustable closet hanger bar accessible from a wheelchair

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

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

Our guest rooms are equipped with Simmons pocketed coil mattresses, which prevent you from sinking in the mattress when you toss and turn. Our single beds used in normal twin rooms are 110 cm wide and our double beds 160 cm. 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 for use. Please ask us if you would like one.

***Do you have room service?***

We provide room service during the following hours.

Breakfast: 7:00 a.m. to 11:00 a.m.

Lunch and dinner: 11:00 a.m. to 9:30 p.m.

Beverages: 11:00 a.m. to 9:30 p.m.

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

A limousine bus service directly connecting Narita International Airport and Haneda Airport with the hotel is available.

***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 set 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 reservation name and check-in date written on the delivery slip.

Mr./Ms. XXX (Check-in date: mm/dd)

Dai-ichi Hotel Tokyo 1-2-6 Shimbashi, Minato-ku, Tokyo 105-8621 Japan

***We will stay to celebrate our anniversary. Can we order a cake?***

We offer cakes, champagne, flower arrangements, and other items. Please ask our concierge. It may take some time to prepare your order, so please confirm how long it will take.

***Do you have wheelchairs and strollers available for use?***

Yes, we have some. Please inquire at the bell captain's desk on the 1st floor.

## **Questions about restaurants**

### ***Do I need to make a reservation in advance?***

Although we accept customers without reservations, we recommend that you make a reservation to avoid having to wait. Please note that some plans require reservations. Also, we may not be able to accept reservations for particular days and times. Please contact each individual restaurant for more information.

\* The lobby lounge does not accept reservations.

### ***Do you have any restaurants with a great night view?***

You can enjoy a night view from the following restaurants.

- Teppanyaki restaurant "Ittetsu" (21st floor)
- "Lounge 21" (21st floor)

### ***Do you have restaurants that offer breakfast? Are they accessible to visitors who are not guests of the hotel?***

The following restaurants offer breakfast. They welcome both staying guests and other visitors.

- "Enchanté" (2nd floor)
  - Continental breakfast: 2,783 yen (tax and service charge included)
  - American breakfast: 3,630 yen (tax and service charge included)
- "Akashi" (2nd floor)
  - Japanese breakfast, rice porridge breakfast: 3,630 yen (tax and service charge included)
- "La Paranza" (1st basement of Dai-ichi Hotel Annex)
  - Japanese and western-style buffet - Adults: 3,630 yen, Children (aged 6 to 12): 1,815 yen, Children (aged 4 to 5): 907 yen (tax and service charge included)
  - \* Our breakfast buffet is currently not available. Instead, we offer an American breakfast for 3,630 yen (tax and service charge included)

### ***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 offer two hours of complimentary parking if you spend 3,000 yen or more at the restaurant. Please ask the restaurant staff.

***Are restaurants wheelchair accessible?***

All restaurants except the lobby lounge are wheelchair accessible.

***Can I reserve a whole restaurant?***

You can reserve the following restaurants in their entirety. Please contact each restaurant for more information.

- "Lounge 21" (21st floor)
- French restaurant "Enchanté" (2nd floor)
- Cafe bar "Trax" (2nd floor)
- World buffet "L'Etoile" (1st basement)
- Trattoria "La Paranza" (1st basement of Dai-ichi Hotel Annex)

***Can I hold a betrothal ceremony at any restaurants?***

Japanese restaurant "Akashi" on the 2nd floor can help you arrange a ceremony. Please contact the restaurant for more information.

***Can I hold an after-party at any of the restaurants?***

You can reserve the following restaurants in their entirety. Please contact each restaurant for more information.

- "Lounge 21" (21st floor)
- Cafe bar "Trax" (2nd floor)
- Trattoria "La Paranza" (1st basement of Dai-ichi Hotel Annex)

***Are there restaurants with private rooms? How much does a private room cost?***

The following restaurants have private rooms.

- Teppanyaki restaurant "Ittetsu" (21st floor)
- French restaurant "Enchanté" (2nd floor)
- Japanese restaurant "Akashi" (2nd floor)
- Cafe bar "Trax" (2nd floor)
- World buffet "L'Etoile" (1st basement)
- Yakitori restaurant "Isehiro" (1st basement)
- Trattoria "La Paranza" (1st basement of Dai-ichi Hotel Annex)

The prices vary depending on the restaurants and rooms.

***Do you have a dress code?***

French restaurant "Enchanté" requests that male customers refrain from wearing T-shirts, short pants, and sandals.

***Are young children welcome?***

French restaurant "Enchanté" requests that customers with children under six years of age use a private room.

***I'd like to take professional photos.***

Photo studio "Bikoshaen" is on the 3rd floor.

***Do you have restaurant gift vouchers?***

We offer gift vouchers that can be used at facilities of the Hankyu-Hanshin-Daiichi Hotel Group. They are available at the front desk.

Gift voucher: 1,000 yen. \* Can be used for lodging and parties as well.

***There are certain foods that I don't like. I have some food allergies.***

We will try to accommodate your request as much as possible if you let us know in advance.

Please ask each restaurant.