

Major items	Q	A
Access	Where is the nearest station?	It is about a 3-minute walk from the Karasuma Central Gate of JR Kyoto Station.
	How do I access from Kansai International Airport and Osaka (Itami) Airport?	It is about 75 minutes from Kansai International Airport by Haruka JR Kansai-Airport Express. It is about 55 minutes from Osaka (Itami) Airport by the airport limousine bus. A bus terminal for Kansai International Airport and Osaka (Itami) Airport is located outside Kyoto Station's Hachijo Gate. There are some airport bus services to and from the front of our hotel. (Only for Osaka (Itami) Airport)
Reserv ation, check- in, and check- out	Do you offer non-smoking rooms?	Please make your wishes known when you make your reservation. However, please understand that whether we can accommodate your request will depend on room availability and reservation conditions. If a non-smoking room is not available, we will deodorize a room for you.
	Can my child sleep in the same bed as mine?	We accept bed-sharing of one child per adult. (Below age 13) Beds for babies up to 10 months old are also available. For safety reasons, we ask parents with babies who are able to stand while holding onto something not to use a baby bed. Since the number of beds available is limited, please let us know if you require one when you make your reservation.
	What are your check-in and check-out times?	Check-in is from 2:00 p.m. and check-out is at 11:00 p.m. *From Saturday April 1, 2017 the check-in time will change to 3:00 p.m. This does not apply if you have already made a booking via a travel agency or online.
	Can I extend the check-out time?	The following extra charges apply. [Up to 3:00 p.m. for an extra 30% of the basic charge, or to 6:00 p.m. for an extra 50% of the basic charge, and 100% after 6:00 p.m.] We will do our best to accommodate your request, but it will depend on room availability.
	What is the latest that I can cancel my room reservation? What is the latest that I can cancel my reservation without incurring cancellation charges?	If you can let us know of your cancellation two days beforehand, you will not be charged. [Cancellation on the day before arrival is charged at 20%; cancellation on the day of arrival, 80%; and no-show without announcing a cancellation is 100%.] Cancellation policies may vary with your reservation method. For details, please inquire at where you made the reservation.
	If you are fully booked, can I put my name on a waiting list?	We are sorry to inform you that we do not have a waiting list.
	Are points for the Hankyu-Hanshin-Daiichi Hotel Group Members' Club Card given?	Points are given only if you make a reservation via phone or our Internet website. No points are given for reservations made via travel agencies or Internet agencies.
	Can I obtain a receipt at the hotel even if I have made payment via the Internet?	For customers paying via the Internet, a receipt is issued via the site in question.
	Which credit cards do you accept?	VISA, MasterCard, JCB, UC, AMEX, Diners Club, UnionPay, Shinhan, etc. Electronic money is also acceptable. For details, please contact the hotel.
Guest rooms and equipm ent	Do you have any guest rooms with barrier-free design?	We are sorry to inform you that our rooms are not specially designed to be barrier-free. In the hotel, we have a slope on the left-hand side facing the front entrance. We have barrier-free restrooms on the 2nd and 6th floors. Please let us know at the reception if you wish to use them.
	Is the Internet available?	Wired LAN and Wi-Fi are provided in all guest rooms free of charge. We also have PCs for rent at the reception (¥1,200 for one night two days). Please feel free to ask us if you would like to rent one.
	When reserving two guest rooms, can I make a request for next-door rooms? (Do you have any connecting rooms?) Conversely, can I make a request for two non-neighboring rooms?	Please make your wishes known when you make your reservation. However, please understand that whether we can accommodate your request will depend on room availability and reservation conditions. If you make reservation for multiple rooms at the same time, we will try to arrange rooms close to each other even if you don't specifically request it.
	What kind of items can I borrow?	We have trouser presses, irons, ironing boards, humidifiers, desk lamps, bicycles for rent, etc. There is a mobile phone charger and air purifier in all guest rooms. For details, please contact the hotel.

	Do you have a section with OA equipment?	No, but we offer a copying service at the reception. (Black and white: ¥20/copy, Color: ¥50/copy)
	Are there vending machines for drinks and ice-makers on guest-room floors?	You can use the vending machines on the 4th, 6th, and 8th floors. Ice-makers are located on the 6th and 8th floors.
Facilities	Where is breakfast served? What kind of menus do you have?	We have two restaurants that serve breakfast. Buffet-style Japanese and Western breakfasts are served at BOULEVARD on the 1st floor, and Japanese breakfasts are available at Kyo Kaiseki MINOKICHI on the 1st basement level. Both restaurants are open from 7:00 a.m. to 10:00 a.m. Please enjoy the breakfast of your choice.
	Do I need to make reservations for restaurants (lunch and dinner)?	Reservations are not required. However, you may need to wait for a table if the restaurant is busy, so we recommend that you make a reservation.
	Do you have vehicle and bicycle parking lots?	We have a parking lot in the basement. The capacity is limited, so please make a reservation in advance. Since the car needs to be transferred to the second basement by a car lift, the maximum car size is 2.0 m high, 2.3 m wide, and 5.8 m long. [Parking fees] Hotel guests: ¥1,600/night (from 12:00 noon on the check-in day to 1:00 p.m. on the check-out day) Additional charge: ¥350/30 minutes Restaurant guests: Free parking up to 2 hours (when spending ¥2,000 or more per person) Additional charge: ¥400/30 minutes Party guests: Free up to 3 hours Additional charge: ¥400/30 minutes Meeting or transporting hotel guests: Free up to 1 hour Additional charge: ¥400/30 minutes Public use: ¥700 for the first hour, and then ¥400/30 minutes
	Do you have a gym or pool?	No, we don't.
	Do you have a coin laundry?	No, we don't. You can find a coin laundry at about a 10-minute walk from the hotel. A map is available at the reception. Please feel free to ask for one.
	Do you have a bath house?	No, we don't. You can find a public bath facility at about a 1-minute walk from the hotel. A discount ticket is available at the reception. Please feel free to ask for one.
	Are there smoking areas and cigarette vending machines in the hotel?	We have a smoking area on the 1st floor. We do not sell cigarettes in the hotel, but they are available at nearby convenience stores.
	Can you keep my luggage?	To send your luggage in advance by post or courier, please make sure to indicate the dates of your stay and the name of the person (in alphabets) making reservation and send your luggage to the following address. If you want to leave your luggage directly at our hotel, we would be glad to keep it for you in the cloakroom on the 1st floor. We can also keep your luggage after check-out. Refrigerated or frozen items will be kept at the reception. Reception of Hotel new Hankyu Kyoto Front of JR Kyoto Station (Karasuma Central Gate), Shimogyo-ku, Kyoto 600-8216, Japan Make sure to indicate the date (month and day) of your stay and your full name. Tel: +81-(0)75-343-5300 (Main)
Other services and guides	Can I send my luggage to the hotel ahead of my arrival or leave my luggage directly at the hotel?	
	Is room service available?	No, we don't have room service.
	Can I buy a one-day ticket for city buses?	We sell them at the reception counter. We also sell other tickets. For details, please contact the hotel.
	What is the difference between the Nagomi and Tsudoi moderate twin rooms?	Nagomi is a room for two persons, and Tsudoi is for three persons. The size of the room and the basic interiors are the same. For the use of a Tsudoi room by three persons, we will make up a bed using the sofa bed already in the room.
	Do you offer amenities for children?	Yes, we do. We will give them to you at check-in if you make a request.
	Do you have a sightseeing desk?	The reception staff are very knowledgeable. Please feel free to ask them for any help you need.

	Do you have an ATM?	No, we don't. There are ATMs in nearby convenience stores.
	Are pets allowed in guest rooms?	Only assistance dogs (guide dogs, service dogs, and hearing dogs) are allowed into the guest rooms.
	Currency exchange service	We have a currency exchange facility in the lobby on the 1st floor.
	Are there any commercial facilities near the hotel?	There are convenience stores, supermarkets, drugstores, and a department store within about a 5-minute walk from the hotel.
	How much time do I need from the hotel to get to major sightseeing spots?	Ⓞ Kiyomizu-dera Temple: about 30 minutes (bus + walking) Ⓞ Kinkaku-ji: about 40 minutes (bus + walking) Ⓞ Ginkaku-ji: about 40 minutes (bus + walking) Ⓞ Fushimi Inari Taisha Shrine: about 10 minutes (train + walking) Ⓞ Kyoto Railway Museum and Kyoto Aquarium: about 10 minutes (walking) Ⓞ Around Gion and Ponto-cho: about 10 minutes (taxi) Ⓞ Nishiki Market about 10 minutes (taxi) For details, please contact the hotel.
	[Request from the hotel to show your passport]	For foreigners staying at our hotel who do not have a permanent address in Japan, we are legally obliged to ask you to show us your passport and let us copy it, in addition to recording your name, address, occupation, nationality, and passport number. If your companion does not have a permanent address in Japan even though you do, we must still follow the above procedures. We appreciate your understanding and support.