

Major items	Q	A
Access	How do I access from Kansai International Airport and Osaka (Itami) Airport?	Due to its convenience, we recommend using the Airport Limousine Bus. Just next to the south entrance of our hotel is the bus terminal for airport limousine bus. The bus service to Kansai International Airport and Osaka (Itami) Airport runs every 20 to 30 minutes. Kansai International Airport - Bus Stop No. 5 Osaka (Itami) Airport - North Terminal No. 4 and South Terminal No. 14
	How long does the airport limousine bus service take from the hotel?	It is about 60 minutes to Kansai International Airport, and about 40 minutes to Osaka (Itami) Airport. A bus service from the bus terminal near the hotel to Kansai International Airport is available every hour from 3:00 a.m. to 9:00 p.m., and to Osaka (Itami) Airport from 6:00 a.m. to 7:00 p.m. The bus service from the Kansai International Airport is available every hour around the clock, and from Osaka (Itami) Airport from 7:00 a.m. to 9:00 p.m.
	Where is the nearest station?	JR Osaka Station (2-minute walk), Umeda Station on the Hankyu Railway (1-minute walk), and Umeda Station on the Midosuji Line Subway (1-minute walk).
Reservation, check-in, and check-out	What are your check-in and check-out times?	Check-in is from 3:00 p.m. and check-out is at 12:00 noon. Please inquire at the reception for early check-in or late check-out. Please understand that we may not be able to accommodate your request depending on room availability and reservation conditions.
Accommodation bookings, changes, cancellation, payment, and loyalty points.	Can bookings be made by email?	Low-price specials are always shown on the websites below, so we are unable to take bookings by email. Please use our website. (Bookings can be made from 6 months in advance.) Please be aware that the number of rooms is limited.
	If all the rooms are booked, can I be put on a cancellation waiting list?	Unfortunately we do not have a cancellation waiting system.
	When booking two rooms, is it possible for us to be next to each other? (Do you have connecting rooms?) Or, can you make sure that the rooms are separated?	Please state your preference when making a booking. Sometimes we may be unable to fulfill your request due to the number of rooms booked or the nature of your reservation.
	Do you offer non-smoking rooms?	Please make your wishes known when you make your reservation. Please understand that we may not be able to accommodate your request depending on room availability and reservation conditions.
	Can my child sleep in the same bed as mine?	Yes. A child below age 6 sharing the bed can stay with you without being charged.
	Can you issue receipts in my company's name? Can you split the receipts into two when I am checking out?	Please ask the front desk staff when you are paying. They will quickly handle your requests.
	Can I get loyalty points for my Hankyu-Hanshin-Daiichi Hotel Group members card?	You are eligible for loyalty points if you book directly rather than going through a travel agency or online travel agent.
	Can the hotels issue receipts even for online payments?	Receipts are issued online in the case of online payments.
	Which credit cards can I use for payment?	You can use any of the following credit cards. AMEX, VISA ,UC Card, Diners Club, Master Card, China Union Pay, shinhancard, Visa pay Wave, MasterCard@contactless, JCB, DCCard ,MUFG, iD, PiTaPa, Suica, PASMO, ICOCA, nanaco
Guest rooms and equipment	I left something behind in the room I stayed in. Can you search for it for me?	We will look into the matter. Please inquire to the hotel. Forgotten belongings can only be handed over directly from the hotel, or sent to an address within Japan (cash on delivery). Please tell us your address in Japan if you wish to have it sent to you.
	Is the Internet available?	The Internet is provided in all guest rooms. We also have three pay PCs installed in the lobby on the 1st floor.
	Can I borrow a trouser press, iron, etc.?	Yes, they are available. Please understand that we may not be able to accommodate your request due to limited quantities.
	Can I rent an air purifier?	An air purifier is installed in all guest rooms.

	Charging of mobile phones	A USB charger and USB outlet are provided in all guest rooms.
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 Buffet Style OLYMPIA on the 1st basement level from 6:45 a.m. to 10:00 a.m. (last entry 9:45 a.m.). Continental, American, and Japanese breakfasts are served at Cafe & Restaurant RAINBOW on the 1st floor. Open from 6:30 a.m. to 11:00 a.m.
	Do you have a parking lot? Parking fees, etc.	Please use the Hankyu Umeda Station Car Park above Umeda Station on the Hankyu Railway at the back (East) of our hotel. The capacity is about 600 vehicles. It is open around the clock. The parking fee is ¥600/hour, with an additional ¥300 for every 30-minute extension. We have a discount service for our hotel guests. Hotel guests: ¥3,000/26 hours from the time of entry to the car park Bring your parking ticket and pay at the reception cashier counter. If you plan to go out by car during your stay with us, we will provide you with a parking permit at the reception. * Please note that vehicle height in the car park is limited to 2.2 m. * For large buses, minibuses, and motorcycles, please inquire at the reservation desk. Tel: +81-(0)6-6372-6600 [Guests not staying in the hotel] Three hours of free parking if you spend ¥3,000 or more at our restaurants. Please ask for this service on payment. For party guests, three hours of free parking For wedding guests, six hours of free parking Please ask for this service at the banquet cloakroom on the 2nd floor or at the bridal salon.
	Do you have a pool?	No, we don't.
	Do you have a fitness club?	No, we don't.
Other services and guides	Can I rent a pocket Wi-Fi?	Yes, you can (charged). Please ask at the reception. Please understand that we may not be able to accommodate your request due to limited quantities.
	Can I send my luggage to the hotel ahead of my arrival or leave my luggage directly at the hotel?	To send your luggage by post or courier, please make sure to indicate the dates of your stay and the name (in alphabets) of the person making reservation and send to the following address. If you want to leave your luggage directly at our hotel, we would be glad to keep it for you at the cloakroom counter 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 Osaka 1-1-35 Shibata, Kita-ku, Osaka 530-8310, Japan Tel. +81-(0)6-6372-5101
	Can I send luggage from the hotel?	We will be happy to help you at the cloakroom counter on the 1st floor. However, please understand that we may not be able to use your preferred courier.
	Where are nearby tourist spots?	Please ask at the information counter next to the reception on the 1st floor. * We have English, Chinese, and Korean-speaking staff.
	Is there a convenience store nearby?	It is not in the hotel, but there is a convenience store called asnas right next to the south entrance of the hotel. It is open from 7:00 a.m. to 11:30 p.m. There is also a 24-hour FamilyMart convenience store at about a 2-minute walk from the hotel.
	Can I exchange foreign currency?	We offer a foreign currency exchange machine in the first floor lobby. If your currency is not available there, please ask at the front desk, and our staff will tell you where a suitable bank is.
	Can you book restaurants outside the hotel?	Unfortunately our company is unable to make arrangements for bookings outside the hotel.