

Major items	Q	A
Access	Nearest station	A five-minute walk from Senri-Chuo Station on the Midosuji Line Subway (Kita-Osaka Kyuko Railway) and the Osaka Monorail Main Line
	Access from Shin-Osaka (Osaka)	It is eight stations to Senri-Chuo Station from Umeda Station (Osaka) on the Midosuji Line Subway (Kita-Osaka Kyuko Railway), and five stations, about 13 minutes, from Shin-Osaka Station. It is a five-minute walk to our hotel from Senri-Chuo Station. By taxi, it is about 25 minutes from Umeda (Osaka), and about 15 minutes from Shin-Osaka. * Time will vary with traffic density.
	Access from Osaka (Itami) Airport	Use the Osaka Monorail Main Line from Osaka Airport Station and get off at the fourth station, Senri-Chuo Station. It is a five-minute walk to our hotel. By taxi, it takes about 20 minutes. *Time will vary with traffic density.*
Reservation, check-in, and check-out	Do you have any smoking rooms?	All of our guest rooms are non-smoking. There is a smoking booth on the 1st floor of the West Wing for smokers.
	What are your check-in and check-out times?	Check-in is from 2:00 p.m., and check-out is at 11:00 noon.
	Can I check in earlier?	We may not be able to accommodate your request depending on room vacancy and cleaning conditions. For details, please inquire directly.
	Can I extend the check-out time?	We may not be able to accommodate your request depending on room vacancy and cleaning conditions. For details, please inquire directly.
	Payment for accommodation	We request payment in advance. Please pay the room charge for the number of days of your stay before check-in. If you wish to extend your stay, please pay at the time each extension is made. We will have your receipt ready for you at check-out.
	Do you accept credit cards?	We accept a range of credit cards, including VISA and JCB, and also IC travel cards.
	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-showing without making cancellation is 100%. Cancellation policies may vary with your reservation method. For details, please inquire at where you made the reservation.
Facilities	Is the Internet available?	Wi-Fi Internet is available in all guest rooms. Wired LAN is also available in your guest room free of charge.
	Are there PCs available for rent?	We have lendable PCs (¥1,500 (tax inclusive)/night) that can be used in your room. When lending you a PC, we kindly ask you to let us copy your ID. Please note that only a limited number of PCs are available.
	What is the accommodation fee for staying at the hotel with a child?	A (pre-school) child sharing the bed can stay with you without being charged. We can provide an additional bed at ¥7,260 (tax and service charge inclusive) and a baby bed at ¥1,210 (tax and service charge inclusive). Since the number of beds available is limited, please let us know if you require one when you make your reservation. We also offer a family plan with slippers and a toothbrush for each child.
	Can I borrow a humidifier and trouser press?	An air purifier with humidifier is installed in all guest rooms. If you need a trouser press, please contact the reception. We will bring it to your room.* Please note that we can only supply a limited number.
	Mobile phone chargers	A mobile phone charger is provided in all guest rooms.

	When and where is breakfast served?	<p>We have two restaurants for breakfast.</p> <ul style="list-style-type: none"> <li>We serve buffet-style Japanese and Western breakfasts at the Café and Buffet CHAGALL on the 1st floor of the West Wing. Adults (age 13 and above): ¥2,300 (tax inclusive), Children under 12: ¥1,200 (tax inclusive) Infants (age 4 and above): ¥1,000 (tax inclusive) * Breakfast is free for children below age 4.</li> <li>We serve Japanese breakfasts at the Japanese Restaurant TSURUYA on the 2nd floor of the East Wing. From ¥2,500 (tax and service charge inclusive).</li> </ul>
	Do you have a parking lot? How much does it cost to use your parking lot?	<p>We have two parking lots: at basement and ground-level. The parking fee is ¥500/hour. We have a discount service for our guests.</p> <ul style="list-style-type: none"> <li>Hotel guests: ¥1,000/night (tax inclusive) (until 3:00 p.m. on the check-out date) Bring your parking ticket and pay at the reception. While staying with us, you can enter and leave the parking lot as many times as you want at no extra charge.</li> <li>Restaurant guests: Two hours of free parking if you spend ¥2,000 or more Three hours of free parking if you spend ¥4,000 or more.</li> <li>For party guests, please inquire directly.</li> </ul>
	Do you have a height limitation in the parking lot?	For the basement parking lot, the height limit is 2.0 meters.
	Is your parking lot open to large buses?	Yes, but only in limited numbers. Please make a reservation in advance. For buses, the parking fee is ¥4,000/night (tax inclusive). Tel. +81-(0)6-6871-0544
	Laundry service	We provide laundry, dry cleaning and clothes-pressing services. Collected before 10:00 a.m. and returned by 6:00 p.m. on the same day Please fill in the laundry slip provided in your room and bring the slip and your clothes in a laundry bag to the reception.
	Are there vending machines for drinks and cigarettes?	Vending machines for soft drinks, beer, etc. are provided in the elevator hall on the 4th, 5th, 6th, 7th floor of the West Wing and 2th floor of the East Wing. You can find a cigarette vending machine on the 1st floor of the West Wing.
Other services and guides	Can I leave my luggage with you before check-in or after check-out?	We will keep your luggage in the cloakroom.
	Sending luggage (to our hotel in advance)	<p>We will keep your sent luggage until you check in. Please be sure not to include any valuables, food, or dangerous articles in your luggage. If sending your luggage in advance, please make sure to indicate the dates of your stay and the names (in alphabets) of the persons staying, and send it to the following address.</p> <p>Senri Hankyu Hotel 2-1, Shinsenri Higashi-machi, Toyonaka City, Osaka 560-0062, Japan (Tel. +81-(0)6-6872-2211) Mr./Ms. (name) Reservation on (date)</p>
	Sending luggage (from our hotel)	Yamato Transport's TA-Q-BIN is available at the reception. Please ask us if you would like to use this service.
	Are there any facilities suitable for wheelchair users?	We have one barrier-free room (twin type). We also have a barrier-free restroom on the 1st floor of the West Wing. If you arrive by car, you are welcome to use the parking space by the entrance for physically disabled persons. Please let us know at the reception if you plan to park there.
	Do you have a nursing room?	Yes, we do. Please inform the hotel staff if you wish to use it.
	Is there a convenience store near the hotel?	There is a convenience store in Senri-Chuo Station, which is a five-minute walk from the hotel.