

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 Hotel new Hankyu Osaka is the bus terminal for the 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 (5-minute walk), Umeda Station on the Hankyu Railway (3-minute walk), and Umeda Station on the Midosuji Line Subway (5-minute walk) .
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.
	Can my children sleep in the same bed as me?	Children sleeping in the same bed as their parents are not counted for the number of guests. No baby beds are available. Please be aware of this fact.
	Do you offer non-smoking rooms?	All guest rooms are designated as non-smoking rooms from April 1, 2017. A smoking booth will be installed at the lobby on the 1st floor (scheduled to be ready in mid-April). We are sorry for any inconvenience this might cause to smokers, but smoking is not allowed in guest rooms. We appreciate your understanding in this matter.
	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, shinhan card, Visa pay Wave, MasterCard@contactless, JCB, DC Card ,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 one pay PC installed in the lobby on the 1st floor.
	Can I borrow a trouser press, iron, etc.?	Yes, they are available. For other equipment and items available to borrow. 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.
	Are the guest rooms barrier-free?	All the guest rooms have unit baths, so there is a raised partition at the entrance to the bathroom area. Please understand this in advance.
Facilities	Where is breakfast served? What kind of menus do you have?	Breakfast is served at the restaurant in front of the reception on the 1st floor. Buffet-style Japanese and Western breakfasts are served at Breakfast/Café CLAIR. Open from 7:00 a.m. to 9:30 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 the Hotel new Hankyu Osaka. 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. [Notice] Please be aware that we have no discounts available for the coin parking lot in front of our hotel.
	Do you have a pool?	No, we don't.
	Do you have a fitness club?	No, we don't.
	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.
Other services and guides	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 reception on the 1st floor. We can also keep your luggage after check-out. Reception of Hotel new Hankyu Annex 1-8-1 Shibata, Kita-ku, Osaka 530-0012, Japan Tel. +81-(0)6-6372-5101 (Hotel new Hankyu Osaka)
	Can I send luggage from the hotel?	We will be glad to help you at the reception on the 1st floor. However, please understand that we may not be able to use your preferred courier.
	Is there a convenience store nearby?	There is FamilyMart at about a 1-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.