

Major items	Q	A
Access	Where is the nearest station?	Our hotel is located in front of Fukushima Station, which is one station from JR Osaka Station on the Osaka Loop Line (inner circle). Our hotel is also a 2- to 3-minute walk from Fukushima Station on the Hanshin Electric Railway and from Shin-Fukushima Station on the JR Tozai Line.
	How do I access from Kansai International Airport and Osaka (Itami) Airport?	Due to its convenience, we recommend using the Airport Limousine Bus. Use the bus service from Kansai International Airport to Osaka Station. Then, from Osaka Station, take a train or taxi to our hotel. The same type of access is available from Osaka (Itami) Airport. However, at certain times of the day, there is also a bus service direct to our hotel.
	How do I access from Shin-Osaka Station?	(1) One station on the JR Kyoto Line (4 minutes) → Change to the Osaka Loop Line at Osaka Station → Get off at the next station (Fukushima Station) on the inner circle of the Osaka Loop Line (2) Three stations on the Midosuji Line Subway (7 minutes) → Get off at Umeda Station → Change to JR → Get off at the next station (Fukushima Station) on the inner circle of the Osaka Loop Line (3) Taxi (about 15 minutes *Time will vary with traffic density.)
	How long does the airport limousine bus service take from the hotel? What is the fare?	It's about 40 minutes to Osaka (Itami) Airport. The fare is ¥640 one way for adults. Seats cannot be reserved for this bus service. To Osaka (Itami) Airport, we have four direct early-morning bus services that leave from our hotel. (6:29 a.m., 7:04 a.m., 7:29 a.m., and 8:27 a.m.) Bus tickets are sold at the hotel reception.
Reservations	What are your check-in and check-out times?	Check-in is from 2:00 p.m. and check-out is at 12:00 noon.
	Can I extend the check-out time?	The regular check-out time is 12:00 noon, but an extension is possible up to 3:00 p.m. for an extra 30% of the room charge or to 5:00 p.m. for an extra charge of 50% of the room charge. We will do our best to accommodate your request, but it will depend on reservation conditions.
	Do you offer non-smoking rooms?	We have about 100 non-smoking rooms in total of each type. If you prefer a non-smoking room but not have reserved one in advance, please understand that we may not be able to fulfill your request, due to limited quantities or lack of vacancies. 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 do not count a bed-sharing child in the number of guests. Beds for babies up to 3 months old are also available free of charge. Since the number of baby beds available is limited, please let us know if you require one when you make your reservation. Baby beds are available for use in rooms of 30 m ² or larger for two persons. If you are staying at 20 m ² room or are using a sofa bed for three or more persons, we cannot install a baby bed.
	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?	Based on our terms and conditions, we charge for cancellations according to the right-hand table. * Different cancellation charges may be applied to some accommodation plans and reservation methods (please contact the hotel directly).
	If fully booked, can I put my name on the waiting list?	We are sorry to inform you that we do not have a waiting list.
Guest rooms and equipment	Can I borrow a trouser press or iron?	Yes, they are available. Please make your wishes known to the reservation desk or reception when you make your reservation or one day beforehand. 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 with humidifier is installed in all guest rooms.

	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 (¥1,000 for one night and two days). We also have one pay PC installed in the lobby on the 1st floor.
Facilities	Where is breakfast served? What kind of menus do you have?	We have one restaurant that serves breakfast. Buffet-style Japanese and Western breakfasts are served at Buffet-style Restaurant NeN on the 2nd floor. For hotel guests, the breakfast is ¥1,924/person (consumption tax included)
	Is room service available?	We are sorry to inform you that we do not have room service.
	Are there vending machines for drinks and ice makers on guest-room floors?	Please feel free to use the refrigerator in your room. We have vending machines for drinks (soft drinks, beer, and shochu-based beverages) on each floor. No ice-makers are installed. Please ask for ice at the reception.
	Do you have a parking lot? Parking fees, etc.	We have a parking lot on the second basement level. Please enter from the basement parking entrance next to the front entrance of the hotel. We have the following discount services for our hotel guests. - Hotel guests: ¥3,000 for 24 hours from the time of entry to the parking lot 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 a parking permit at the reception.
	Do you have a height limitation in the parking lot?	Maximum permitted vehicle height is 210 cm.
Others	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 will be glad to keep it for you in the cloakroom next to the reception 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 Hanshin 5-6-16 Fukushima, Fukushima-ku, Osaka 553-0003, Japan Make sure to indicate the date (month and day) of your stay and your full name. Tel: +81-(0)6-6344-1661
	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.
	How long does it take to get to Universal City Station? Can I buy entrance tickets at the hotel?	From JR Fukushima Station in front of our hotel, take the Osaka Loop Line (inner circle) and get off at the second station, Nishikujo Station. Then, cross the platform and change to the Yumesaki Line. Get off at Universal City Station, the second station from Nishikujo Station. There are also some direct train services at certain times of the day. Please ask us at the reception. We do not sell entrance tickets. Near our hotel, you can buy entrance tickets at the JR Ticket Office (Midori-no-madoguchi) in JR Fukushima Station.
	Where are nearby tourist spots?	Kuchu-Teien Observatory (Umeda Sky Building) About a 10-minute walk to the North from our hotel You can enjoy a 360-degree panoramic view. Osaka Aquarium KAIYUKAN (Tempozan) Take the Osaka Loop Line (inner circle) at Fukushima Station and get off at the third station, Benten-cho Station. Then, change to the Chuo Line Subway and get off at Osakako Station. Osaka Aquarium is about a 5-minute walk from Osakako Station.
	Is there a convenience store nearby?	Not in the hotel, but there is FamilyMart to the right and Lawson to the left as you exit from the front entrance of the hotel.