

| Major items | Q | A |
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| Hotel facilities and equipment | Are drinks available in the hotel? | We have vending machines for drinks and icemakers in the lobby on the 3rd floor. For each guest, a free bottle of mineral water is provided in the room. |
| | Is there a place for changing clothes? | We do not have a changing room. You can only change your clothes in your own room. |
| | Can I leave items of luggage with you before check-in? | Yes, we can keep your luggage. However, to keep luggage overnight, we charge ¥100/night for each item. |
| | Is there a space set aside for smokers in the hotel? | Smoking is prohibited in the entire hotel, including the lobby and entrance. Smoking is allowed only in the smoking booth. |
| Guest rooms | Are shampoo and conditioner provided in the room? | remm's original shampoo, conditioner, and bath & shower gel are provided in each room. Other amenities(a toothbrush, razor, shower cap, and hair brush) are also available. |
| | Do you sell the shampoo and conditioner provided in the room? | These are sold in the vending machine at the back of the lobby on the 3rd floor. Shampoo, conditioner, and bath & shower gel (all 250 ml) are sold at ¥1,100 each (consumption tax inclusive). |
| | I heard that the room is not equipped with a bathtub. Is that true? | All single rooms are equipped with a shower only, but we have two types of twin rooms: with a bathtub and with a shower. All rooms are equipped with a GROHE Rainshower that generates a refreshing wrap-around water stream. |
| When staying with kids | I have a kindergarten-age child with me. Will this affect the room charge? | A child under elementary school age (6) can share the bed with you with no extra charge. However, no extra amenities are provided for a child sharing a bed. |
| Access and information about surrounding areas | Do you have a parking lot? | remm KAGOSHIMA has a parking lot. For details, please contact the reception. |
| Cancellation policy | What is your cancellation policy? | (General) Reservation up to 14 people No show:100% Cancellation on day of arrival:80% Cancellation on day before arrival:20% *These percentages of the basic accommodation fee are what we charge as cancellation fees. |