

## Frequently Asked Questions

### About stay

**Q.** What time is check-in and check-out?

- A.** Check-in is 14:00, check-out is 11:00.  
Early check-in or late check-out is subject to availability.  
Please ask to the Front Desk.

**Q.** Can I ask your hotel to keep the luggage?

- A.** Yes, we can keep before and after 3days from your stay date.  
However, we can't keep valuables or raw foods.  
※We discard foods or drinks which you left after check-out.

**Q.** Can I send my package or luggage to your hotel?

- A.** Yes, Indicate your name and arrival date on the transport bill.  
Please pay the shipping cost in advance, we can't accept your things with payment on arrival.  
We also can't accept valuable or raw things.

**Q.** Do you have courier service?

- A.** Yes, we are available. Carton box and plastic covers are chargeable. Please ask to the Front Desk.

**Q.** Is it necessary to reserve your breakfast?

- A.** Reservation is not required.  
1F Tobago café and bar 7:00-9:30(L.O)  
Breakfast 1,620yen per person  
Kids Breakfast 850yen per person

**Q.** Tell me about your breakfast.

- A.** Reservation is not required.  
Our breakfast is six kinds of set-menu such as American Breakfast, Traditional Japanese Breakfast, Chinese congee Breakfast, our signature Eggs Benedict and more. Enjoy various and well nutrition menu for energy morning.  
Please ask dietary information to Tobago café and bar.

**Q.** Tell me about internet connections in your hotel.

- A.** We have free Wi-Fi in the entire building. LAN cable is available also. Ask to the Front Desk.

**Q.** Tell me about your laundry service.

- A.** Laundry service (chargeable) Monday to Saturday.  
If you bring to Front desk by 10:00, you can pick up after 18:00 on that day.  
Sundays and public holidays is not available.

Laundromat is located on the 5th floor.  
Washing machine is 400yen per use and the dry machine is 100yen per 10minutes.  
Detergent is automatic supply.

**Q.** Do you have car parking?

- A.** \*Parking a lot 1  
B1 of hotel  
7:00-23:00 24H 1,600 JPY  
Reservation is not required
- \*Parking a lot 2 (Partner parking space)  
OBS Kitasaiwi-C  
24H 1,600 JPY  
Reservation is not required

### About PARTY&MEETING

**Q.** What's your price range?

- A.** We prepare estimates individually; please feel free to tell us your plan.

**Q.** What kinds of food menu do you have?

- A.** Various kinds of seasonal foods such as French, Italian, Chinese and Japanese are available.  
You can set course menu or buffet at your request.  
Dietary request or food instructions is welcome, do not hesitate to contact us.

**Q.** Do you have smoking room?

- A.** All Banquet room is non-smoking; smokings room is available on 3F