

Question & Answer

Q

What time is check-in available?

A

Check-in is from 4:00 PM onward.

Q

Could you let me know if the cleaning is finished on the day?

A

We are unable to give a definite answer as it depends on the situation on the day.

Please check for yourself when dropping off your luggage.

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Would it be possible to check in early or store my luggage?

A

We ask that you check in after 4:00 p.m. Luggage can be stored inside the room after 12:00 noon. Please do not spread out your luggage at that time. If cleaning is completed, you may use your room. If not completed, please drop your luggage off, leave the room, and come back after 16:00.

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Until what time is check-in available? Is it possible to check in late at night?

A

Since it is a self check-in, you can enter the property even late at night. However, support may be limited during nighttime, and we kindly ask for your understanding to check in earlier out of consideration for our neighbors.

Q

Could you tell me how to check in?

A

The check-in guide, (instructions on how to enter the room) , will be automatically sent by the day before your stay.

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I would like to send my luggage in advance. Would that be possible?

A

As this is a no-staff facility, there is no advance baggage pickup service.

Q

Would it be possible to request a late check-out?

A

Late check-out is available up to 12:00 (1,000 yen/30 min.)

It depends on the availability of reservations and is often not available, but please contact us 3 days prior to the check-out date if you wish to check-out.

Late check-out without prior consent will be charged separately(5,000 yen/15 min. or more).

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Would it be possible to submit a photo of my passport upon arrival at the property?



Prior confirmation is required before check-in. Since there is no staff on-site, we ask that you submit the necessary information online. As this is a legal requirement, all foreign guests are required to submit this information without exception.



Is it possible to store my luggage after check-out?



We do not offer luggage storage after check-out. Please use coin lockers at stations.

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By when can I make changes to the reservation dates or cancel my booking?



Please review our cancellation policy, and contact us if necessary.



Is it okay if guests are replaced between the first and second day of the stay?



There is no problem as long as the total number of guests does not increase and the change is simply a substitution.

However, please make sure to submit the information for **all guests**, including those who are substituting in.

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Is there anything I need to do for check-out?

A

There are no special procedures. Please return the key to its original place and make sure you do not leave any belongings behind before checking out by the designated time.

Q

May I invite friends over during my stay if they are not staying overnight?

A

Entry by anyone other than registered guests is not allowed, so we kindly ask for your understanding and cooperation.

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Until when can I make changes to the number of guests?



Depending on the number of guests and the date of your reservation,

we may not be able to provide refunds in accordance with our cancellation policy.

Please notify us at least one week in advance of your arrival date to avoid any inconvenience in providing amenities and towels for the number of guests.