

FAQs

Imperial Hotel, Tokyo: About Serviced Apartments

Tel: +81-3-3504-1111 / (Service Apartment Reservations) +81-3-3539-8519

email: sva.rsv@imperialhotel.co.jp

Reservations and Accommodation

Q	Can I make reservations on the day I wish to arrive?
A	Reservations are certainly possible, though it will depend on occupancy availability. We accept reservations until 28th Jun 2024. Please either telephone or email us to ascertain our current availability status.
Q	What is your preferred method of payment?
A	Please pay in advance the total room charge at check-in. Settle weekly the amount of any incidental expenses that have been added to your room bill. If you stay for more than 30 nights, we will retain the application fee that was pre-paid at check-in.
Q	How much is the application fee?
A	It's the same as the monthly fee for the room you are staying in. You may pay by cash or credit card. Upon check-out, a refund will be issued to you if there is no damage has been caused to the room.
Q	Can I pay in advance?
A	Yes. We accept pre-settlement by the following methods: Payment by bank transfer Payment upon a visit to the hotel If you so wish, please contact the representative who dealt with your reservation.
Q	What is a Community Room?
A	It's a shared space on floors other than residential floors. The following items are available for your use: a microwave, toaster, automatic washer-dryer and an iron. From 7:00 a.m. to 10:00 a.m., we offer guests bread free of charge. * From April 1, 2023, the provision of bread on the regular floor will be discontinued. ● Since there is no space for eating or drinking, please dine in your room. The high floors and the penthouse floor are equipped with a coffee machine and an ice machine that are complimentary. ● Residential floor guests have use of the community rooms on the high floors and penthouse floor.
Q	Do you have any smoking rooms?
A	All serviced apartments are strictly non-smoking, including e-cigarettes. If you wish to smoke, please use the on-site smoking areas. Contact us for the location of the smoking areas. Smoking rooms are also available in the Main Building.
Q	What are your check-in and check-out times?
A	Check-in is from 2:00 p.m. and check-out is at 12:00 noon. Please inquire directly regarding early check-in or late check-out.
Q	When are the rooms cleaned?
A	Rooms are cleaned three times a week. The cleaning staff will clean your room between 10:00 and 16:00 on the days designated for each floor. Please inform the service attendant at least one day in advance if you have any particular time that you wish staff to clean your room. Cleaning, and a change of towels and linens can be provided on a non-cleaning day for an additional charge.
Q	Where can I dispose of garbage on a non-cleaning day?
A	Garbage collection is always free of charge, if you wish for garbage to be collected, please contact the service attendant.
Q	Which credit cards do you accept?
A	We accept the following cards: AX / VS / MS / UC / DC / DN / JCB / SA / UF / NS / Takashimaya There may be limitations for cards not listed above, or at certain shops or restaurants, so please inquire for details.
Q	What are your cancellation charges?
A	Cancellation charges: 16-30 days prior: 10% 11-15 days prior: 20% 6-10 days prior: 30% 2-5 days prior: 50% Previous day: 80% Same day: 100%

Q	What items may I borrow for use in my room?
A	Tableware such as dishes, knives, forks, spoons, and glassware are available. If you wish to borrow such items, please contact the service attendant.
Q	Are amenities free of charge?
A	Complimentary amenities are available on the day of arrival only. Additional supplies are charged. Amenity goods are as follows. (Shampoo / Conditioner / Body Soap / Body Lotion / Soap / Toothbrush-Toothpaste / Shaving Sets / Cotton Sticks / Combs / Shower Caps / Body Towels / Face Towels / Hand Towels / Bath Towels / Nightwear / Slippers / Mineral Water)
Q	Do you have amenities and rental equipment for children?
A	A Set of five children's amenities are available. (Toothbrush-Toothpaste / Slippers / Mini Handkerchief / Body Wash / Body Sponge)
Q	Our children are still small, so how does this change the room price? What ages or numbers are covered?
A	Pre-school children (under the age of 5) may sleep in the same bed as their parents at no extra charge. One pre-school child may sleep with one adult. Should you prefer to have your pre-school children sleep in their own separate beds, the adult price will apply.
Q	Do you provide pyjamas?
A	All rooms are provided with pyjamas. We offer traditional yukata robes on request as well.
Q	Do you offer any flowers or cakes or the like for guests staying on a special commemorative night?
A	Yes, we do, so please make your request when you book.
Q	Is drinking water and hot water provided in the rooms?
A	A complimentary bottle of mineral water with paper cartons are provided. Additional items are supplied upon payment. Please use the in-room pot for hot water.
Q	Where can I drink complimentary coffee?
A	Complimentary tea and coffee are available at the Rendezvous Lounge on the 1st floor of the Main Building. In addition, takeout drinks (coffee and tea) are on offer priced at (300 yen per cup ※ including consumption tax). To purchase, please go to the 'Parkside Diner' on the 1st floor of the Main Building. Be sure to display your room card key to the member of staff when placing your order. Guests occupying the high-floors, penthouse floor and residential floors also have use of the coffee machine in the community room.
Q	I understand that I can drink coffee free of charge in the lounge. Are my companions also offered coffee free of charge?
A	Only registered serviced apartment guests are offered complimentary coffee and tea at the Rendezvous Lounge on the 1st floor of the Main Building. Companions are charged.
Q	Is internet access available?
A	Residents guests may use high-speed LAN or Wi-Fi connections. We will provide you with a Wi-Fi password when you check in.
Q	Are newspapers available free of charge?
A	The digital version is free. You can view it on the tablet in your room or on your smartphone. There is a charge for paper newspapers. However, Imperial Club International members can request up to two free paper newspapers.
Q	Can I request a massage in my room?
A	Massages are available from 10:00 a.m. to 1:30 a.m. the following day. For details, please see the information about massage services in your room.

Q	Can you hold my luggage before I check in or after I check out?
A	We shall be pleased to take care of your luggage at the Bell Captain's Desk.
Q	Is car parking free of charge for residents?
A	Regular floor guests are offered a special rate of (until March 31, 2023) 1,000 yen / 1 night (from April 1, 2023) 2,000 yen / 1 night (including consumption tax) is charged for additional nights. Complimentary car parking for one car per room is available for guests staying on the high and penthouse floors. Complimentary car parking for two cars per room is available for guests occupying suites, regardless of floor. All guests are required to register their vehicles in advance. This offer is available only for the duration of your stay. Please contact hotel reservation staff and register by 14:00, two days before you require usage.
Q	Storage of valuables
A	There are safes available in the guestrooms.