

Q01 | How do I go to the hotel from Karuizawa station?

A. Exit through the North Exit and walk straight through the Ekimae Dori for about 7 minutes.

Q02 | Do you provide transportation service?

A. We accept reservation for elders and disabilities. We may provide transportation service during winter season, please contact us if needed.

Q03 | When is the check-in time?

A. You are able to check-in from 3pm.

Q04 | When is the last check-in time?

A. You are able to check-in until 12am.

Q05 | When is the check-out time?

A. You are able to check-out until 11am.

Q06 | Is credit card available?

A. Yes.

Q07 | Is cashless payment available?

A. Yes.

Q08 | Is early check-in or late check-out available?

A. Yes. 2000 yen per hour.

Q09 | How many parking space is there? Can I park multiple cars?

A. We prepare 51 parking space as 1 car per room. Extra fees will be charged for 2 cars and above per room.

Q10 | When can I start booking?

A. You can book our hotel from 6 months before arrival day.

Q11 | Is there a waiting list if the hotel is fully booked?

A. Sorry, unfortunately we do not have waiting list.

Q12 | What is your cancellation policy?

A. Cancellation from 5 days before arrival day to 2 days before is 30% of total payment. Cancellation a day before arrival day will be charged 50% of total payment. Cancellation on arrival day will be charged 80% of total payment. 100% of total payment will be charged for no-show.

Q13 | Do you have room service?

A. Sorry, but we do not provide room service. Deli space will be open until 10pm, food and beverage are available for purchase.

Q14 | Do you provide baby bed?

A. Sorry, we do not provide baby bed, but we do provide bed guard.

Q15 | Do you provide baby chair in restaurant?

A. Yes.

Q16 | Do you provide any barrier free service?

A. We have one universal room in our hotel.

Q17 | Do you have survivor shop?

A. Yes.

Q18 | Can I book a designated room?

A. Sorry, designated booking is not available.

Q19 | Is there any room for pet?

A. Yes, we have rooms for small-sized dog for maximum 2 dogs per room.

Q20 | Is there any breast-feeding room or diaper changing table?

A. No.

Q21 | Is it possible to deliver packages from the hotel?

A. Yes.

Q22 | Can I stay in the room the whole day during continuous stays?

A. Yes.

Q23 | Is room cleaning everyday for continuous stays?

A. Sorry, but we do not provide room service. Deli space will be open until 10pm, food and beverage are available for purchase.

Q24 | Is there basic room cleaning service?

A. Yes. However, there will be normal cleaning at least twice a day.

Q25 | Is it non-smoking in the hotel?

A. Yes, there is a smoking room in the hotel.

Q26 | Is electric cigar or heated-ciggrette available?

A. Yes, in the smoking room.

Q27 | Is service dog or guide dog available for acompany ?

A. Yes.

Q28 | Is there massage service available?

A. Yes, it is available for reservation.

Q29 | Is there any vending machine?

A. Yes.

Q30 | Is there any laundry corner?

A. Yes.

Q31 | Is there any convenience store nearby?

A. About 10 minutes of foot walk from the hotel. There is also daily necessities available for purchase at the front counter

Q32 | Is there any allergies option available in the restaurant?

A. Yes, we do take care of allergies during reservation.

Q33 | Is there any meeting room in the restaurant?

A. Yes. Meeting room is available for maximum 10 people.

Q34 | Is reservation for restaurant available?

A. Yes. Reservation for lunch course is 4500 yen, and dinner course is available for reservation from 5400 yen.

Q35 | What type of restaurant is it?

A. Spanish cuisine.

Q36 | Is it possible to dine in the restaurant without staying in the hotel?

A. Yes.

Q37 | Is it possible to bring outside food to restaurant or deli space?

A. Sorry, outside food is not available in restaurant and deli space.