

Q : What times are check-in and check-out?

A : Regular check-in is at 14:00 and check-out is at 11:00.If you would like adjust these, we can arrange it, but there is an additional charge based on availability (¥1,080 an hour).Please let us know, if you would like to change your check-in or check-out time.

Q : Can I leave my baggage at the hotel before check-in or after check-out?

A : We can hold your baggage. Please let the staff know.

Q : I would like to send my baggage beforehand, is that possible?

A : Please send your baggage to the following address:

〒107-0052

3-18-1, Akasaka, Minato-ku, Japan

HOTEL RISVEGLIO AKASAKA

*Please make sure to specify the date of stay and full guest name on the invoice. We can only take baggage sent with prepaid postage.

Q : Do you accept credit cards?

A : Yes, we accept the following cards:

- VISA
- JCB
- AMERICAN EXPRESS
- DINERS
- MASTER
- DC
- SAISON
- CHINA UNION PAY

Please inquire about any other cards.

Q : Can you call a taxi?

A : We can call a taxi for you at the front desk. Please feel free to ask them any time.

Q : Do you offer a laundry service?

A : Yes, please fill out the laundry request form, and contact the front desk. You can find the form in your hotel room. If you place the request before 10:00am, your clothes will be ready by 7:00pm of the same day.

*This service is unavailable on Sunday and national holidays.

Q : Do you offer a courier service?

A : Yes, our front desk will be able to help you. You will be provided an envelope and required to fill out an invoice. Please feel free to ask them any time.

Q : Do you provide internet?

A : There is free Wi-Fi in the hotel. We will provide you with an username and password during your check-in.

Q : Can I smoke in the hotel?

A : Please note that there is no smoking allowed in any part of our hotel.

Q : Is there anywhere to park?

A : I'm sorry, but we do not have an area to park. Please use any of coin parking lots found throughout the neighborhood.

Q : Is there a laundromat nearby?

A : Yes, it is about a 10 minute walk from our hotel.

Q : What kind of amenities will my room have?

A : Each room has shampoo, conditioner, body soap, hand soap, a toothbrush, a hair bush, towels, slippers, deodorant, tea, a ball-point pen, and memo pad.

Q : What kind of features will my room have?

A : Each room contains a pot, refrigerator, telephone, dryer, humidifier, bath room with shower, air conditioner with purifier, television, tablet PC, and nightclothes.

Q : Do you offer ironing supplies?

A : We rent irons, ironing boards, and pants pressers.

Q : Is there a bathtub in the guest room?

A : There is only a shower room in Semi-Double Room, Double Room, Hollywood Twin Room. When you would like to stay in the room with bathtub, please reserve Suite Room or Rugged Twin Room.

Q : Can you keep valuables?

A : There is a safety box in each room.

Information of Breakfast

Q : What kind of menu is the breakfast?

A : (The breakfast is served with the plate.) Please choose one among six kinds of Japanese-Western style plates.

Q : What time if the breakfast from?

A : It is from 7:00am to 9:30am.

Q : Where can I have breakfast?

A : The restaurant 「TOKYO OVEN」 on 1st floor.

Information of Reservation

Q : What is the cancellation policy?

A : Please observe the following.

When cancelled on the day before occupancy:

20% of the first day accommodation charge.

When cancelled on the day of occupancy:

80% of the first day accommodation charge.

When a guest becomes a no-show:

100% of the first day accommodation charge.

Q : How far in advance can I make a reservation?

A : The reservation can be made 1 year prior to your arrival.

Information of Transportation network.

Q : Please tell me the access from Narita Airport.

A :

Limousine bus

Please take a bus from Narita Airport to Akasaka Excel Hotel Tokyu.

Bus fare : ¥3,200

Duration : 105-150 minutes

<http://www.limousinebus.co.jp/en/>

Train

Narita Airport (Narita Express) ⇒ Tokyo Station (Tokyo Metro Marunouchi Line)

⇒ Akasaka-mitsuke Station.

Train fare : ¥3,240

Duration : 80 minutes

Q : Please tell me the access from Haneda Airport.

A :

Limousine bus

The Limousine bus service between Haneda Airport and Akasaka Excel Hotel Tokyu is currently suspended.

Train

Haneda Airport (Tokyo Monorail) ⇒ Hamamatsucho Station (JR Yamanote Line)

⇒ Shimbashi Station (Tokyo Metro Ginza Line) ⇒ Akasaka-mitsuke Station.

Train fare : ¥810

Duration : 45 minutes