

FAQ

[General]

Q: When will the new facility open?

A: We plan to fully open after completing all renovation work by July 2025.

Q: Will the hotel's entrance and exit change?

A: No, there will be no changes.

Q: Will the lobby be accessible during the construction period?

A: Yes, the lobby will be accessible. However, starting from July 2024, we will set up temporary barriers to facilitate construction leading to restricted areas.

[Rooms]

Q: Which guest rooms will be renovated?

A: Approximately 600 guest rooms will undergo a renovation to ensure an even more delightful stay for our guests.

*Q: When will we know the details and prices of the new guest rooms?
When can we start making reservations?*

A: We will update the latest information on our hotel's website as soon as preparations are complete.

Q: If my reservation falls within the construction period or includes a room type under renovation, can I cancel or reschedule?

A: For reservations made directly through our official website or the hotel, if you wish to cancel or reschedule your reservation due to overlap with the renovation period, please contact our Global Contact Center. Ensuring your comfort during your stay is our top priority, and we will do our best to accommodate reservation changes or cancellations as much as possible.

Q: When will the Regency Club Lounge be renovated?

A: We plan to reopen for business in early May 2025 after the renovation.

[Restaurants]

Q: When will the “Caffè” be renovated?

A: We plan to reopen for business in July 2025 after the renovation.

Q: Can I cancel or reschedule my reservation made during the construction period?

A: For reservations made directly through our official website or the hotel, if you wish to cancel or reschedule your reservation due to overlap with the renovation period, please contact each restaurant directly. We will do our best to accommodate reservation changes as much as possible.

Q: Will Room Service be available during the construction period?

A: Yes, Room Service will still be available during the construction period. However, there will be changes to some menu items.

[Others]

Q: Will the construction be conducted safely without harming the health of guests?

A: The construction methods and materials used in the renovation work comply with all Japanese laws and standards, ensuring safety and non-harmful impact on the health of guests. We prioritize the safety of all guests and have taken every precautionary measure.

Q: Will the elevators be available for normal use?

A: The elevators will be available for use, but we may limit the number of elevators operating during the construction period.

Q: Will there be any impact on the barrier-free pathways?

A: While we ensure the pathways for guests, there may be narrowed sections due to temporary barriers.

Q: Are there any changes to the locations for taxis or limousine buses?

A: No, there are no changes.