

FAQ

① Cancellation fee

→ **The cancellation fee is basically based on Japan time.**

② Can I change or cancel my reservation?

→ **You cannot change the date and number of persons. In this case, please cancel and then reserve your entire trip again.**

③ Can I change the reservation name?

→ **You cannot change the reservation name. In this case, please reserve your trip again.**

FAQ

④ What should I do if I want to cancel?

→ **You can cancel from "My Page".**

⑤ Can I reserve the Romancecar ticket and Freepass together?

→ **You cannot reserve them together. We are currently accepting reservations for accommodation only.**

The Romancecar ticket and freepass can be purchased at EMot Online Tickets or Odakyu Sightseeing Service Center.

⑥ If I make a mistake and cancel my reservation, can I get it back?

→ **You cannot get your reservation back. In this case, please reserve your trip again.**

FAQ

⑦ Cancellation fee when rebooking for all persons due to a change in the number of persons

→ **If you cancel and then reserve it again after the cancellation deadline in cases such as changing the number of persons "when only one person in the group cannot travel", the cancellation fee will be charged for all persons.**

⑧ I have my reservation but do I need a voucher for check-in?

→ **There is no voucher required. You can check into the hotel under your reservation name. Please tell the staff your reservation name at the front desk.**

⑨ Is it possible to pay the accommodation fee at the hotel?

→ **You cannot pay the accommodation fee at the hotel. We accept the advance payment only. (Except for the bathing tax, please pay at the hotel)**

FAQ

⑩ What is the bathing tax?

→ **A tax of 150 yen per person per night will be charged. Please pay at the hotel front desk.**

⑪ Should I contact the hotel if my check-in will be late?

→ **Please contact the hotel directly if you will be checking in after 18:00.**

⑫ How do I get a refund if I cancel my reservation?

→ **If you cancel your reservation, we will refund you through your credit card company.**

FAQ

⑬ I want to check the details of my reservation.

→ **Please check the details of your reservation at "Reservation Completion" in your email or "My Page".**

⑭ I have food allergies. Is it possible to change the meal?

→ **Please contact the hotel staff directly regarding "Food ingredients" or "Food allergies".**

Please note that it may not be possible depending on the accommodation.

⑮ Please tell me the credit cards that can be used.

→ **You can use the VISA, MASTER, JCB and AMEX. *Only lump-sum payments are accepted.**

FAQ

⑩ Can a minor (under the age of 18) stay in the hotel alone?

→ **The minor can stay in th hotel alone. However, the parental consent is required. The reservation can be made after receviced the parental consent.**

⑪ What should I do if I do not agree with the terms and conditions of the room?

→ **In cases such as "I reserved a room for 4 to 5 persons, but the number of persons was changed to 3 persons", please cancel your reservation and reserve again for the room type that matches the number of persons staying.**

⑫ How can I change my member registration information?

→ **You can change your member registration information from "My Page".**

FAQ

①9 I want to change my reservation because the accommodation or room type I wanted to stay in was fully booked when I made the reservation but now it is available.

→ **You cannot change your reservation. In this case, please cancel and reserve your desired accommodation or room type again. Please note that the cancellation fee may be charged depending on the schedule.**