



Keeping delivery items in advance and during your stay

We would inform you about the storage of your delivery items. Please take note of following.

■ When you send your luggage, please write the date of your stay and your name of reservation. If the name which you write on the delivery items cannot be found, we may refuse to accept your order from the delivery person. Cases are as below.

- the address does not match the name of the person who made the reservation
- the package is delivered under the name of your accompany person,
- the reservation cannot be confirmed,
- the package is delivered with only the hotel name as the address and more.

■ We cannot accept cash on delivery, registered mail, valuables, and refrigerated/frozen items. Unlikely when it arrives, we would treat as below.

- Unlikely when it arrives during your stay, we will contact you when the delivery person. Please receive it from the delivery person directly.
- If it arrives before your arrival or when you are not in your room, we will keep the absence slip from the delivery person and give it to you. Please arrange for redelivery by yourself and receive it from the delivery person directly while you are in the room.

■ Although we will handle luggage that requires careful handling (precision equipment, fragile items, etc.) with due care, the hotel will not be held responsible for any damage that may occur. Please contact to the vender yourself and ask for their response. And also, will refuse to pick up special packages when identity verification or age verification is required.

■ If you order items online and deliver to us, it is possible keep them, but treats are the same as above. If the product is different from the ordered product, we cannot accept any inspection or confirmation by the hotel staff. Please contact to the vender yourself and ask for their response.

■ If your luggage arrives during your stay, we will contact you by phone to your room. If you are not in your room, a notice will be posted at your room door until 9p.m and let you know that your luggage is being kept. Please contact and come to the concierge during business hours. (07a.m-09p.m)