

FAQ

Q1 What are the check-in and check-out times?

└ Check-in time is 15:00 and check-out time is 11:00.

Q2 What is the minimum age for children?

└ Children under elementary school age who sleep with their parents (no bed required) are not charged. Children of elementary school age and older will be charged the adult rate.

Q3 Does the hotel have a parking lot? Can I make reservations in advance?

└ The hotel does not have its own parking lot. There are two affiliated parking lots nearby. Both are on a first-come, first-served basis. Please note that we do not accept reservations in advance.

※Please check the official website of each parking lot for details and special instructions. ※All fees include tax.

■ COCONO SUSUKINO Parking Lot [official website](#)

For overnight guests	JPY 2,000 per night (Available from 15:00 on the day of stay to 11:00 on the following day)
When using BAR & GRILL Splish	1 hour free parking for a bill of JPY 2,000 or more.

■ Jumbo 1000 [official website](#)

For overnight guests	JPY 1,500 per night (14:00 on the day - 11:00 the next day)
When using BAR & GRILL Splish	1 hour free for spending over JPY 1,500 per bill 2 hours free when spending JPY 3,000 or more per bill

Q4 Can anyone use the Rooftop Terrace on the 18th floor?

└ The Rooftop Terrace is available for Premium Category guests only.
*Except for certain plan benefits.
The terrace is open from 15:00 to 25:00 and from 05:00 to 10:00.
(Closed from 25:00 to 5:00 the next day)

Q5 What are the hours of the Premium Spa on the 18th floor? Can anyone use it?

└ The Premium Spa is available exclusively for Premium Category guests.
The spa is open from 7:00 to 25:00.