

INFORMATION

Seryo-an

Internet

Free Wi-Fi is available throughout the hotel.

Pick-up service

We offer the pick-up service from the subway Kokusaikaikan Station(The Karasuma Line) to the property. If you need, please get off at the subway Kokusaikaikan Station and kindly inform us your the estimated time in advance.

Check in appointment

Please kindly inform the estimated arrival time for making an appointment to check-in in advance. Our staff will welcome you at the house.

Check out

Check out time will be 11:00am. If you want to extend the check out time, please contact with us. We will do our best to accommodate your request. However the requests will depends on the occupancy of the day, Thank you for your understanding.

The meals

We offer the meals for the guest who had reservation.Please inform us if you need the meals in advance.

- Breakfast: The bamboo basket breakfast box (reservation required,by the day before the stay)
- Lunch: Cup noodles and some snacks.
- Dinner: The dinner box (reservation required) or introduce some restaurants in Kifune area. Also we can prepare The Barbecue ingredients if you need.Please inform us in advance.

Cooking

●Kitchen:

All the kitchenware, tableware and the seasoning are available.

●Balcony:

The barbecue stove, charcoal, table, paper cups are available.

●Pizza kiln(extra payment is required):

We can prepare the frozen pizza dough for you. You can enjoy a pizza party in the property if you prepare your own toppings and cheese. If you need, please inform us in advance.

For Suitcase

Tatami (mats) are very fragile and easily to be scratched, gouged and stained. Please do not put your suitcase on Tatami. Thank you for your cooperation.

Housekeeping

While offering a wonderful stay, we also have a high regard for the environment and resources. Please note that we do not offer the house clean during your stay.If cleaning is necessary, we will provide cleaning tools, so please cleaning by yourself.Thank you for your cooperation.

Pets

Please note that pets are not allowed in our house. If you will travel with pets, we recommend to go to other Pets Friendly Hotel.

Room Amenities and Equipment

Please kindly put the amenities and equipment back to the original place use. Thank you for your cooperation.

If any amenities are missing, we might compensate accordingly. Also if you find any damage or loss in the house, please inform us promptly.

Luggage storing / Packages receiving

Please contact us if you need luggage storing or package

receiving.

Smoking

Please note that this property is a non smoking property. There have smoking area outside of the property is available to use.

Garbages

Please kindly do the recycle.

- 1.Combustible: Paper and garbage.
2. Incombustible: Cans, bottles, plastic bottles.
3. Recyclable: Cardboard.

Please do not put the cardboard and styrofoam in the trash can. If you have any problem about garbage, please feel free to contact us.

Fireworks

In this property, you can enjoy the hand-held fireworks only in the designated area. Launch fireworks are strictly prohibited both inside and outside the premises. We will prepare a water bucket for you to clean up.

Taxi / Chauffeur Service

Please contact us if you need taxi or chauffeur service.

No Noise

The neighbors around the property are the local residents. Please keep the voice down and not to disturb the neighbors. Act such as making noise is strictly prohibited. In case of any violation, we may ask you to leave the room immediately. Please note that we cannot refund on that situation.

Personal Belongings

This property is not responsible for any stolen or lost items. Please take care of your personal belongings.

Parking lot

Please contact us and we'll advise the parking lots nearby the house.

Contact

If you have any questions or problems, please feel free to contact us at anytime.

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