

Major items	Q	A
Hotel facilities and equipment	Are drinks available in the hotel?	We have vending machine for drinks on 17th floor . Ice makers are installed on the 18th, 21st, 24th, and 27th floors. For each guest, a free bottle of mineral water is provided in the room.
	Is there a place for changing clothes?	We do not have a changing room. You can only change your clothes in your own room.
	Can I leave items of luggage with you before check-in?	Yes, we can keep your luggage.
	Is there a space set aside for smokers in the hotel?	Smoking is prohibited in the entire hotel, including the lobby and entrance. We have a smoking booth in the lobby on the 17th floor.
Guest rooms	Are shampoo and conditioner provided in the room?	remm's original shampoo, conditioner, and bath & shower gel are provided in each room.
	Do you sell the shampoo and conditioner provided in the room?	These are sold in the vending machine in the lobby on the 17th floor. Shampoo, conditioner, and bath & shower gel (all 250 ml) are sold at ¥1,100 each (consumption tax inclusive).
	I heard that the room is not equipped with a bathtub. Is that true?	Double rooms are equipped with a shower only, but twin rooms have a bathtub. All rooms are equipped with a TOTO shower. In high warming effect of the hot water that wraps around the body will heal fatigue and add relaxation.
When staying with kids	I have a kindergarten-age child with me. Will this affect the room charge?	A child under elementary school age (6) can share the bed with you with no extra charge. However, no extra amenities are provided for a child sharing a bed.
Access and information about surrounding areas	Do you have a parking lot?	There is no hotel parking available for remm plus KOBE-SANNOMIYA. We will direct you to a nearby parking lot. Please be sure to confirm in advance the details of the parking lot yourself.
Cancellation policy	What is your cancellation policy?	(General) Reservation up to 14 people No show:100% Cancellation on day of arrival:80% Cancellation on day before arrival:20% *These percentages of the basic accommodation fee are what we charge as cancellation fees.