

# F A Q

Q

Are you offering transportation services?

From within the hotel premises, we provide pickup and dropoff services using a cart from the gate (parking area). If you are arriving by public transportation, please disembark at the "Tawaraishi Glass no Morimae" bus stop and it's approximately a 5minute walk to the gate (parking area). If you need assistance, such as with heavy luggage, please contact us in advance. We will also pick you up at the nearest bus stop.

Q

Can you see Mount Fuji from the hotel?

Unfortunately, it is not visible from the hotel. However, if you drive for about 10 minutes to Otokoyama Pass, you will be able to see the figure of Mount Fuji (depending on the weather).

Q

Are there any recommended sightseeing spots nearby?

The Sengokuhara area is known for its numerous art museums, making art museum hopping and cycling highly recommended. Additionally, the area is rich in natural attractions such as Lake Ashi, Owakudani (Great Boiling Valley), and wetlands.

Q

Is there a site where I can find information about the weather and road conditions in Hakone?

Please visit the "Hakone Zenzan" operated by the Hakone Town Tourism Association. You can check recommended detour routes, realtime transportation information, Hakone WEB cameras, and more.

<https://www.hakone.or.jp/>

Q

Can I make a taxi reservation?

For those arriving, we can arrange (by reservation) pickup from Odawara Station or Hakone Yumoto Station. For those departing, please inform us at the hotel front desk in advance.

Hakone Retreat före & villa 1/f

# F A Q

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Is there a store?

We sell and drinks at the café. Additionally, we have a shop that offers cosmetics and aromatherapy oils used in the spa, as well as "före" room wear for sale. There is a 7Eleven convenience store about 5 minutes away by car, but we recommend purchasing any necessary items in advance.

Q

Is there a smoking area?

All guest rooms are nonsmoking. There is one designated smoking area, but it may be a bit inconspicuous. If you wish to use it, please inform the staff during checkin.

Q

Is it wheelchair accessible?

The premises have many outdoor pathways and external stairs. Additionally, it is necessary to climb external stairs to reach the large communal bath. Understanding this, we will do our best to assign rooms that do not require the use of stairs, depending on the reservation status. Please inform us in advance if you have specific accessibility requirements.

# F A Q

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What time is check-in?

Checkin is available from 15:00. If you arrive early, you can either leave your luggage or wait at the hotel's cafe & lounge area. Additionally, please inform us in advance if your arrival is expected to be after 17:00.

Q

It seems that I will be checking in late.  
Is that okay?

If you expect to arrive after 17:00, please give us a call once you arrive on the hotel premises at 0460-83-9090 (10:00~18:00) . For those arriving by car, we will provide guidance on parking. If you're using public transportation, we offer pickup services.

Q

What time is check-out?

Check-out time is 11:00 for both före and villa 1/f

Q

Can 0year old children use the large communal bath?

Regarding children who are not yet toilettrained, we kindly ask for your understanding that the use of the large communal bath is not allowed. However, we provide rental baby baths for use in the shower booths in your room. If you wish to use this service, please feel free to let us know. The number of baby baths is limited, and we kindly ask for your cooperation in returning them after use.

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Is there a room in villa 1/f where 3 adults (4 adults) can stay?

Villa 1/f is divided into eight room types. Among them, the Private Hot Spring Suite Room (3 beds) 'Ibuki' accommodates up to three guests, while the Private Hot Spring Suite Room (4 beds) 'Yuragi' and the Sky Open-Air Hot Spring Suite Room 'Yuragi' can accommodate up to four guests.

Q

Is it possible to specify a room in villa 1/f ?

For customers who have made reservations through the official homepage or by phone for Hakone Retreat villa 1/f , room preferences can be specified. This service is limited to an additional fee of 5,500 yen (tax included).

Q

What is the difference between the "före" Deck Double Room and the "före" Deck Double Room with a Wood Stove?

The room with a wood stove is located on the upper floor (2nd floor) and features a living area with carpeting. The "före" Deck Double Room, on the other hand, is situated on the ground floor (1st floor) and has flooring. Both rooms have the same size and amenities.

Q

What is the Hollywood Twin bed in före's Superior Twin [Hollywood Twin] ?

The Hollywood Twin bed refers to a style where two single beds are closely placed side by side.

# F A Q

Q

What preparations are made for baby goods?

We provide items such as bed guards, diaper spots, and baby baths.

Q

Do you rent a bicycle at före?

Electric-assisted bicycles are available from 500 yen per hour between 8:00 a.m. and 7:00 p.m., with 16-inch bikes priced at 500 yen for 1 hour, 1,000 yen for 3 hours, and 2,000 yen for 6 hours or more, and 20-inch bikes (Move XS) at 800 yen for 1 hour, 1,600 yen for 3 hours, and 3,200 yen for 6 hours or more (all tax included).

Q

Do you rent bicycles at villa 1/f ?

Guests staying at Villa 1/F can rent bicycles between 8:00 a.m. and 7:00 p.m., with 16-inch bikes available free of charge and 20-inch bikes (Move XS) available for 800 yen per hour or 1,600 yen per day (all tax included).

Q

Do you have rooms with bathtub available?

All rooms at villa 1/f are with onsen bathtub.

# F A Q

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Do you have pet friendly rooms available?

Sorry, we do not have.

Q

What is the accommodation fee for children?

Accommodation fee for children 3 to 12 years old (with bed and meal) is 60 % of adult charge. For kids menu age under 6, please contact front desk.

Q

Can guests staying at villa 1/f use onsen bath at före?

Yes, we will a ride from villa 1/f, please contact at front desk.

Q

Can I leave my luggage before checkin or after checkout?

Yes, we can take care of your luggage for you.

# F A Q

Q

Can I ship luggages by home delivery from the hotel?

Yes, you can use takkyubin delivery service. Reception is available at the cafe & lounge from 7:00 to 22:00.

Q

What are available for room amenities?

Toothbrush, hairbrush, cotton, cotton swab, body sponge, shaver. före's shampoo, conditioner, and body soap use Waphyto are available in room.

Q

If you have made a prepayment via the official website, how can you obtain a receipt?

For guests staying at villa 1/f , please check the procedure here.<https://www.hakone-retreat.com/villa/>

For guests staying at före, please check the procedure here.<https://www.hakone-retreat.com/fore/en/>

Q

Can I use credit cards and electric money?

Yes, you can. We accept all major credit cards, transportation IC card as well.

# F A Q

Q

Do you have a TV?

We do not have a TV so that you could enjoy the extraordinary life and wonderful nature of Hakone.

Q

Is there a laundry service?

Unfortunately, we do not provide a laundry service.  
In addition, there is a coin laundry about 500m from the hotel.

Q

What is the type of spring water?

The type and efficacy of hot springs are as follows. • Hot spring quality: Sodium chloride hot spring • Alkaline, hypotonic, high hot spring • Efficacy of hot springs: Neuralgia, muscle pain, arthralgia, fifty shoulders, motor paralysis, joint stiffness, striking, crushing, chronic digestive diseases, hemorrhoids, coldness, postillness recovery period, fatigue recovery, health promotion (adaptation by spring type) Disease) • Cuts • Burns • Chronic skin diseases

Q

Is there a parking space?

There is outdoor parking.

- Price: Free for hotel guests and guests using restaurant
- Parking time: From 15: 00 to noon the following day (can be extended for lunch)
- Number of parking lots: 45
- Valley service: Not available Please ask the parking staff for the parking place in case you use parking lot after 17:00, please contact us for detail.

# F A Q

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Where can I use WiFi?

It is available in all rooms and facilities in hotel.

Q

Do you have ice machine and vending machines?

No, we don't. Please enjoy drinks in refrigerator in your room and contact front desk for ice.

Q

Do you have microwave oven available?

It is not available in the room. However, if you contact the front desk, we will take care of it at reception and warm it up for you.

Q

What are facilities we can spend good time other than rooms?

We have a café & lounge where guests can enjoy complimentary coffee and tea. Additionally, for an extra charge, you can savor handmade cakes and bread by our pâtissier. At Free Bird & Terrace, you can relax in a spacious area while listening to music at your leisure.

# F A Q

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Can I rent a humidifier?

Humidifiers are provided in the rooms.

Q

Do you have gym?

No, sorry we do not have gym facility.

Q

Is it possible to add dinner on the day of arrival?

It may not be possible depending on seat availability. If you are considering adding dinner, please inform us by three days before your stay.

Q

Does the restaurant offer outside dining?

Room service is available. For före guests: 15:30–20:30 (last order). For Villa 1/f guests: 17:00–20:30 (last order).

# F A Q

Q

Does före offer meals for children?

For preschool children, we have a Kids Plate with a generous serving of items such as hamburgers, shrimp fries, potatoes, salad, and soup. It is available for an additional charge starting from 5,940 yen (tax included) plus a 10% service fee. For more details, please inquire.

Q

Does villa 1/f offers meals for children?

Villa 1/f offers special kids menu at starting from 8,910 yen (tax inclusive) plus a 10% service fee. For more details, please inquire.

Q

I'm using the service on my birthday. Can you arrange for a cake?

We can provide whole cakes made by our hotel pâtissier.

【Varieties】

- Gâteau Fraise (Size 4) ¥3,025 (tax included)
- Chocolate Cream Cake (Size 4) ¥3,025 (tax included)
- Smoked Baked Cheesecake (Size 4) ¥3,630 (tax included)
- Fruit Tart (Size 5) ¥4,356 (tax included)

【To arrange a cake】

Please let us know your preferred cake type, the timing of the delivery (e.g., after dinner or to your room), message, and the number of candles (we recommend 1 to 3 candles for balance) by 23:00, five days before your stay. We also accept orders for bouquets.

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Can I use the Japanese restaurant even if I am staying at före ?

Please contact us for availability.

Q

Is there any restaurants for dinner in nearby ?

Yes, there are some restaurants within 500m distance.

Q

Are there chairs for children in the restaurant?

Available. Please contact us as quantities are limited.

Q

Is there a dress code in the hotel?

There are no dress code restrictions at all restaurants and cafe in the hotel. However, please refrain from wearing clothes that make others feel uncomfortable in public places such as indoor bathrobes.

# F A Q

Q

Can I bring in alcohol such as wine?

We accept carryon in your room. We ask you for ¥5,500 (tax included) .

Q

Is it possible to provide halal & kosher meals?

Sorry, we cannot it.

Q

Do you support GlutenFree, vegetarian meals, etc.?

We can prepare a special menu, but please contact us in 5 days advance.

Q

What is operational hours at Café & Lounge?

It opens from 7:00 to 22:00.

# F A Q

Q

Can I purchase merchandise even not staying guest?

Yes, anyone can enjoy shopping at the store.

Q

Is baby foods available?

No, we are sorry, baby foods are not available.

Q

Do you have wheelchairs for rent?

We do not offer wheelchair rentals.