

# F A Q

Q

Are you offering transportation services?

From within the hotel premises, we provide pick-up and drop-off services using a cart from the gate (parking area). If you are arriving by public transportation, please disembark at the "Tawaraishi Glass no Mori-mae" bus stop and it's approximately a 5-minute 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 Sengoku-hara 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, real-time transportation information, Hakone WEBcameras, and more.<sup>30</sup>.

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

Q

Can I make a taxi reservation?

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

# F A Q

Q

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" roomwear and tumblers for sale. There is a 7-Eleven 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 non-smoking. There is one designated smoking area, but it may be a bit inconspicuous. If you wish to use it, please inform the staff during check-in.

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

Q

What time is check-in?

Check-in is available from 15:00. If you arrive early, you can either leave your luggage or wait at the hotel's cafe or 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 pick-up services.

Q

what time is checkout?

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

Q

Can 0-year-old children use the large communal bath?

Regarding children who are not yet toilet-trained, 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.

# F A Q

Q

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

Villa 1/f offers four room types, among which The 4-Bed Suite and the Premium Villa Suite with Private Open-Air Bath can accommodate up to 4 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?

We offer a bicycle with electric power assist from 500 yen per hour for guests staying at före, free rent a bike is available for guests staying at villa 1/f.

Q

Do you rent bicycles at villa 1/f?

Guests staying at villa 1/f can borrow it free of charge.

Q

Do you have rooms with bathtub available?

All rooms at villa 1/f are with onsen bathtub

# F A Q

Q

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 offer a ride from villa 1/f, please contact at front desk.

Q

Can I leave my luggage before check-in or after check-out?

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, hair clip, 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 pre-payment 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/>

Q

Can I use credit cards and electric money?

Yes, you can. We accept all major credit cards, prepaid e-money cards 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, post-illness 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: 15: 00– 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

Q

Where can I use Wi-Fi?

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 regulator in your room and contact front desk for ice.

Q

Do you have microwave oven available?

No, we don't.

Q

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

Coffee, tea and some alcohol drinks are available with complimentary at FreeBird for staying guests.  
It is tranquilly moment spending your own time in nature in your style.

# F A Q

Q

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?

We have temporarily suspended room service. We apologize, but please use the restaurant for meals.

# 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 ¥2,750 (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 ¥3,080 (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?

Yes, hotel made birthday cakes are available starting from ¥3,025. Please inquire 5 days before your arrival. Flower boutique is also available.

Q

Do you offer meals outside of the restaurant?

We are sorry, in-room dining is temporary not available. Please use restaurants.

# F A Q

Q

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 near-by ?

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 carry-on 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 Gluten-Free, 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 is open from 7am until 22pm.

# 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?

No, we are sorry, we don't have.