

Hotel Chinzanso Tokyo Pet Policy

To ensure a comfortable stay for yourself and fellow guests we would appreciate if you would observe the following guidelines. Please be aware that they apply only to the room types specified by the hotel.

1. The hotel is prepared to accommodate your pet in the room provided that your pet is less than 7 KG (approximately 15 pounds) in weight, fully trained, appropriately restrained by you and that your pet complies with local legislation requirements. Only dogs or cats are recognized as pets, and may only be one to a room.
2. Your pet must be kept in a carrying case when on the Hotel property unless it is in your room, in which case it should be kept in a pet enclosure.
3. We regret to inform you that pets are not allowed in any food and beverage outlets, health club and pool areas of the Hotel. This exclusion does not apply to guide dogs.
4. Please refrain from leaving your pet alone in the room when you go out. If you require a pet-sitter, please inquire with the concierge 6 hours or more in advance.
5. Please refrain from sharing your food or drink with your pet unless doing so inside your room. We recommend that you carry pet food or snacks.
6. When your pet returns to the hotel from outside, please be certain that its feet have been wiped clean.
7. Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced. In the event the hotel receives noise complaints from other guests, our staff will have ask you to change rooms.
8. Your room will be serviced only when you are present. Please call the Housekeeping Department to arrange a convenient time for service, and Room Service when you would like the Private Bar replenished.
9. You agree to pay an added fee of 7,000 yen (tax included) per night when staying with a pet.*

You agree to be responsible for all property damages and/or personal injuries resulting from your pet. You further agree to indemnify and hold harmless the Hotel, its owners and its operator from all liability and damages suffered as a result of your pet including injuries caused by your pet to others, or caused by others to your pet. The hotel reserves the right to charge your account commensurate to the cost of such damages.

We hope your stay with us is enjoyable and we look forward to welcoming you and your pet.
Thank you for your cooperation.

*This fee will be collected starting on December 26th, 2016.

Inquiries

Room Reservations, Hotel Chinzanso Tokyo
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