

## Frequently asked questions

- View from the guestroom
- All the guest rooms boast a fantastic view of Hakata Bay.
- The hotel is facing Hakata Bay with the left side facing Fukuoka Tower and the right side facing the Yafuoku! Dome.
- On executive rooms on upper floors, guests are guaranteed to enjoy the magnificent view of Fukuoka town and Hakata Bay.
- Do you have non-smoking rooms?
- 6-14F, 17-26F and 29-33F are non-smoking floors.
- If you prefer non-smoking rooms, please let us know at the time of booking. Please note that non-smoking rooms are based on availability.
- All the restaurants are non-smoking.
- Do you have wheelchair accessible rooms?
- We have 2 barrier-free rooms with a wheelchair access - 1 Japanese Western Suite and 1 Twin Hilton Deluxe.
- Do you have rooms with separated bath and toilet?
- 6F Japanese rooms and 7F Japanese Western rooms have separated bath and toilet.
- Room amenities, bath amenities and rental items
- The items below are available.
- Room amenities: Television (general broadcasting, NHK satellite broadcasting, pay broadcasting), Telephone, Refrigerator, Hair dryer, Toilet seat with bidet functions.
- Bath amenities: Bath towel, Face towel, Nightwear, Slippers, Toothbrush set, Razor, Body wash, Shampoo, Conditioner.
- Rental items: Iron, Ironing board, Nail clipper, Clinical Thermometer, Ice pillow, Humidifier, Manometer, Trouser press, DVD player, Go and Shogi (Japanese chess) set, Loupe, Reading glasses, Blanket, Vase, Dictionary, Shoe care supplies, Desk lamp, Calculator, Extension cord, Pillow filled with buckwheat husks, Hanger etc.
- If you have any question regarding the number of each item or request for additional items, please let us know when making a reservation or upon your arrival.

- Is laundry service available? Yes.  
Drop-off 8:00 AM - 11:00 AM → Delivery 6:00PM  
Drop-off 11:00AM- 5:00PM → Delivery 10:00AM next morning.  
For more details regarding specific items and prices, please refer to the laundry slip placed in the room.
- Is massage service in guestroom available? Yes. The service is available from 6:00 PM to 2:00 AM. Various menus such as finger pressure massage and oil massage are available.
- Is it possible to check-in before 3:00 PM? Early check-in is possible based on availability. Please let us know your request in advance.
- Is late check-out possible? Late check-out is possible based on availability. Please let us know your request in advance.
- Can I check-in late at night? You can check-in late at night but please let the front desk know if you are checking in after 10:00 PM.
- Would you be able to keep my belongings if I send them by post in advance? Yes, we keep your belongings at the cloakroom in the Front area on 4F.  
Address:  
Hilton Fukuoka Sea Hawk  
c/o Bell Captain Desk  
2-2-3 Jigyohama, Chuo-ku, Fukuoka 810-8650, Japan  
TEL: +81-92-844 8111
- Please write the guest name and the check-in date clearly. If you are to attend a meeting or wedding, please write the event date and type clearly.
  - Please note that we are only able to keep your belongings for up to 2 days.
  - Valuables will be kept in a safety deposit box so please contact our front desk staff.
- Can I borrow a baby carriage? We don't have any baby carriages to lend.

- Can I borrow a wheelchair? Yes, we have wheelchairs for the guests. Please make a booking in advance as the availability is limited.
- Do you have amenities for children? Yes, toothbrush, nightwear and slippers for children are available. Please let us know your request when making a reservation.
- Can I rent a bicycle? Yes, we have rental bicycles on the 1st floor. You need a credit card to use a bicycle.
- Till what age child can I lie down with (without an extra bed)? Pre-school children under 6 years old can stay free when sharing a bed with parent(s) so there is no need to count them as adults, however, charges apply for additional beds. Children over 6 years will be charged as adults which must be reserved when booking. Baby beds are also available for free for 0-2 years old. Size: Width 750mm x Length 1250mm x Height 800mm  
Please make a reservation early enough as there are limited number of baby beds.
- How many days in advance can I make a reservation? We begin taking reservations one year prior to the stay by phone.
- What can you arrange to celebrate anniversary? Upon your request, we can arrange a cake, bunch of flowers and a bottle of champagne (fee applies).  
Please contact us for more details on prices and other items.
- Can I change my reservation? Some plans and bookings made through specific channels are unchangeable.  
Please contact us for details on +81 92 844 8111.
- Please tell me the cancellation policy. Cancellation made by two days prior to the booked date won't be charged.  
Cancellation on the previous day: 20% of room charge.  
Cancellation on the day: 100% of room charge.  
No-show: 100% of room charge
- Please note that there are some plans for which cancellation charge applies from the time the reservation is made. Please check at the point of making a reservation.

- Can I connect to the Internet? Complimentary WiFi access is available at the lobby area, however, fee applies to the WiFi connection in the guestrooms.  
All Hilton HHonors guests are given a complimentary WiFi access in the guest room. Please join the Hilton HHonors and get free Wi-Fi. For more details, visit the HHonors site. <http://hhonors3.hilton.com>
- What kinds of benefits are given to HHonors guests? Benefits vary depending on the HHonors status.  
For more details, visit the HHonors site. <http://hhonors3.hilton.com>
- Can I use the executive lounge? Complimentary access to the Executive Lounge is given to the guests who stay on the executive floors and Hilton HHonors Diamond members. They can accompany those who do not qualify with a fee. Please contact the Front desk for more details.
- Is there any plan which allows me to stay with my pet? We have a dog-friendly plan.  
Dog that can stay with guest per room is limited to one small-breed dog whose weight is 10kg or less.  
We have terms and conditions for the dog-friendly plan which requires your signature for approval in advance. Please find the terms and conditions here  
[http://www.hiltonfukuokaseahawk.jp/pdf/stay/Dog\\_Plan\\_ENG.pdf?\\_ga=1.151326587.378477618.1450687475](http://www.hiltonfukuokaseahawk.jp/pdf/stay/Dog_Plan_ENG.pdf?_ga=1.151326587.378477618.1450687475)
- What kinds of cards do you accept? We accept the following credit cards;  
VISA, Master, Diners Club, American Express, DC, Nicos, Citix Card, Rakuten, OMC, JAL, Union Pay. Please note that payment must be in a lump sum.
- Can you issue a receipt? We can issue receipts for the goods sold in the hotel and room packages with on-site payment. We are not able to issue receipts when payment is given to a travel agency. Please ask your travel agency in that case.
- Is there any wheelchair accessible restaurant? All restaurants are wheelchair accessible. There are stairs or steps in the restaurant below.  
Please tell us upon your arrival and our staff will show you to the table.

- Is there a dress code for restaurants? Please refrain from wearing tank tops, flip-flops and slippers.
- Is there any children friendly restaurant? All the restaurants except the bar on the top floor are children-friendly. CLOUDS Bar & Dining is children-friendly until 6pm but exclusive to adults after 6pm. Seala Brasserie and Lounge on 4F is the most popular restaurant among the families as there is a dedicated kids corner with kids menu.
- Can I bring a cake or wine? JPY 3,000 coverage fee will be charged per one item/bottle.
- Can people with allergies use the restaurants? If you have any allergies, please let the staff know in advance. If you have any concerns, please feel free to share them with us. We will do our best to meet your demand so that you can enjoy your meal without worry.
- Are vegetarian dishes available in restaurants? Available upon request. Please let us know when making a reservation.
- Is there any restaurant that serves halal food? Available upon request. Please let us know when making a reservation.
- Is there any foreign currency exchange machine? There is a foreign currency exchange machine in the lobby area on 4F. Currencies it deals with are US Dollar, Taiwan Dollar, British Pound, Euro, Hong Kong Dollar, Singapore Dollar, Malaysian Ringgit, Chinese Yuan, Renminbi, Korean Won, Australian Dollar and Indonesian Rupiah.
- Is there a spa in the hotel? Sotokoto Club on 5F is a relaxation center which consists of aroma massage, swimming pools and fitness center. Fee applies to aroma massage and swimming pools but fitness center is complimentary for the staying guests. There also is a Stone Bath (Iwaburo) on 7F.
- Can I charge an electric car? We have a charging station for electric vehicle on B1F. Please contact our bell staff before using the station. Chargeable car model: Mitsubishi i-MiEV.

■ How much is the parking fee? Hotel guest can use the parking lot for JPY 1,500 per day per vehicle (untill 24:00 of the departure day).  
Customers who spend more than JPY 3,000 in restaurant can park for 2 hours free of charge. Please bring your parking ticket when settling the bill.  
Parking fee for other customers is JPY 300 for up to 1 hour and after that JPY 150 will be added per every 30 minutes. If you park more than 2 hours, JPY 2,000 will be added to the total amount. \*For example, the parking fee will be JPY 2,900 if you park for 2 hours 50 minutes.

■ Is there a parking lot for the disabled? There are parking spaces for the disabled on 1F and 3F next to the elevator hall. If you would like to use those parking spaces, please let us know when making a reservation.

■ Do you have a shuttle bus? Complimentary shuttle bus between Hilton Fukuoka Sea Hawk and the nearest subway station Tojinmachi is available for the guests on weekends and holidays, between 10:00 am and 7:00 pm running every 20 minutes. For more details, please visit our website.  
[http://www.hiltonfukuokaseahawk.jp/pdf/access/bus\\_schedule.pdf](http://www.hiltonfukuokaseahawk.jp/pdf/access/bus_schedule.pdf)

■ Can I send my belongings from the hotel to somewhere? Home delivery service is available at 4F cloakroom (carrier: Yamato Transport Co., Ltd.).  
If you would like to use other carrier, please contact the bell captain desk on 4F.

■ Is international shipping service available? Available at the cloakroom (Express Mail Service of Japan Post Co., Ltd.) on 4F.  
There may be restrictions on what you can send by EMS. Postage must be paid on-site by cash.

■ Can you send me what I left behind? Yes. Payment for the shipment must be cash-on-delivery for domestic destination and prepayment by credit card for overseas.  
Please contact us on +81 02 844 8111 as there may be restrictions on items we can send out.

■ Can you arrange a rental car? Yes, please contact the bell desk on 4F.