

FREQUENTLY-ASKED QUESTIONS

Reservations

Q: Is requesting a view from the room possible - Park or Bay?

A: We accept requests of view (Park or Bay) from your room, although it is not fully guaranteed. However, you may choose your preferred room view with some accommodation plans.

Q: Can we specify a non-smoking room?

A: Hotel guest rooms and suites are 100% non-smoking. We have a dedicated smoking area available at lobby.

Q: Are there connecting rooms in the hotel?

A: We do not have connecting rooms in the hotel. If you wish to have rooms adjacent to each other, please let us know in advance.

Q: Are there policies of children sharing beds with parents?

A: Children under six (6) years of age can stay on a complimentary basis when sharing a bed with parent(s). Charges apply for additional beds, which must be reserved when booking. Additional breakfast fees are necessary for children over four (4) years of age - JPY 2,238 for 4-8 years, 2,661 for 9-12 years, and 3,629 for adult fee for 13 years and older.

Q: Is there a waiting list if the hotel is fully booked?

Unfortunately we do not offer waiting list. Please contact the Reservations to check room availability.

Q: Will there be charges for cancellation?

A: The hotel's cancellation policy requests 100% payment of actual accommodation fee for cancellation on the check-in date and if we do not receive your request of cancellation. Cancellation policies may vary depending on the rate or dates of your reservation. Please contact us as soon as possible should any changes need to be made.

Q: Does the hotel have outside pool?

A: Garden Pool (outdoor pool) is seasonal pool and available at a charge – Open during Japanese summer months. Please contact hotel directly for more information about charges and opening dates.

Front

Q: What time does check-in start and check-out end?

A: Check-in starts at 15:00, and check-out ends at 12:00. For your information, our front desk is busy for check-in between 15:00 to 17:30 and just after Tokyo Disneyland® or Tokyo DisneySea® closing time. Our peak time for check-out is just before the opening time of the Disney parks and between 11:00 and 12:00. We recommend you to avoid these periods.

Q: What if arrival time is late?

A: We would appreciate it if you could contact us should you arrive at midnight.

Q: Can we leave our luggage in the hotel before check-in?

A: Yes, please leave any luggage at the bell desk in the lobby.

Hilton Tokyo Bay also offers a special check in counter for its guests at Maihama station, called Welcome Center, timing are: open 8:00 am and close 3:00 pm. You can check in at the counter and leave your bags and visit Disney parks or do sight seeing and checkin to your rooms after 5:00 pm.

Q: Can we send luggage to the hotel in advance for our stay?

A: Please send it to the following address with your reservation name and check-in date:
Bell captain desk, Hilton Tokyo Bay, 1-8, Maihama, Urayasu-shi, Chiba, Japan, 279-0031

Q: Can we send luggage from the hotel?

A: Yes, the service is available for domestic delivery at Yamato counter on the lobby and international delivery at the Front Desk. Additional JPY 500 handling fee will be charged per delivery item.

Q: We would like to go to Tokyo Disneyland®/Tokyo DisneySea® after check-out. Is there any way to store our luggage?

A: Please use coin lockers (located at Maihama Station and the parks). We also have a chargeable luggage delivery service, called Station Delivery Service with which you can send your luggage to the Welcome Center near the Maihama station.

Q: How do we get to Maihama Station from the hotel?

A: We offer a complimentary shuttle bus service between Hilton Tokyo Bay and Maihama Station.

[Direction to bus stop >>](#)

Q: How can we purchase entrance tickets to Tokyo Disneyland® and Tokyo DisneySea® at the hotel?

A: Tickets can be purchased at the ticket counter on our lobby floor or our check-in counter at Tokyo Disney Resort Welcome Center (adjacent to JR Maihama Station). Above purchase locations are only available for guests staying at Hilton Tokyo Bay. Operating hours of the ticket counter at Hilton Tokyo Bay are from 07:00 to 21:00. Tickets can be purchased before check-in. Payment is only available in cash. As privilege of guests staying at Hilton Tokyo Bay, as one of the Tokyo Disney Resort® official hotels, purchased tickets guarantee your entrance to Tokyo Disneyland® and Tokyo DisneySea even under entrance restriction.

Q: How can we access Tokyo Disneyland® and Tokyo DisneySea from the hotel?

A: Please use Resort Line that connects main areas of the Disney Resort. You can purchase Resort Line passes at the Resort Line Stations. We have free shuttle service between the hotel and the closest Resort Line Station, called Bayside Station.

Q: Is Internet and Wi-fi available in guestrooms?

A: Guest Internet access is available in all guestrooms. Internet usage charge is JPY 1,080 per 24 hours. HHonors Guests and guests staying at celebrio, celebrio select and celebrio suite rooms have complimentary Internet access.

Q: Is Wi-fi available at lobby?

A: Yes, free Wi-fi service is available at lobby.

Q: Is Foreign Currency Conversion service to Japanese Yen available at the hotel?

A: Yes, we have a Foreign Currency Conversion machine at lobby open for 24 hours.

US Dollar, Great Britain Pound, Schweitzer Franken, Honk Kong Dollar, Chinese Yuan, Korean Won, Euro, Australian Dollar, Canadian Dollar, Singapore Dollar, Taiwan Dollar and Thai Baht are available to be exchanged to Japanese Yen.

Q: Does the hotel have 24 hours convenience store?

A: Yes, we have 24 hours Convenience store on the lobby where we also have international ATM.

Q: Can we get medicines at the hotel?

A: General Medicine is available at the hotel convenience store. It is only available during fix hours- Please contact hotel or convenience store team for exact timing and further details.

Housekeeping

Q: Are bed rails for children available?

A: Yes, they are available for free of charge. We have limited number of bed rails, please request in advance.

Q: Do you provide cribs?

A: Yes, they are available(Up to 24months) for free of charge. We have limited number of cribs, please request in advance.

Q: What rental items do you have?

A: Special mattresses for bed-wetting, non-allergic pillows, bathrobes, irons and shoe dryers. All items are to be requested in advance due to the limitation of numbers.

Q: What room amenities do you have?

A: We provide shampoo, hair conditioner, body soap, toothbrushes, razor, comb, towels, pajamas, slippers and hair dryers.

Restaurant

Q: What are the breakfast operation hours?

A: Breakfast is available from 06:30 through 10:00.

Q: Are there any special services for food allergies?

A: We offer special food services to guests with allergies. You may select food from the buffet restaurant (forest garden), or if you have a delicate allergy and need more information or support from the hotel, please contact us in advance of your stay.

Q: Does the hotel have In Room Food service?

A: Our fresh connection outlet delivers food to rooms from 07:00 till 11:00 and from 17:00 till 23:00. Items available include – Pizza, pasta, choices of breads, dessert, cakes, alcoholic and non-alcoholic beverages.