

FAQ

Frequently Asked Questions

●When is the pool open?

- Our Indoor Pool (Main Tower 3F) and Outdoor Pool (Main Tower 4F) is open from July 4 – September 23.
- Our Outdoor Pool (Main Tower 4F) is open from September 24 – October 31.

●Where is the pool located?

Reception is on the 3rd floor of Shinagawa Prince Hotel Main Tower.

●What are the operating hours?

- Daytime opens from 8:00A.M. – 5:00P.M. (Last entry is at 4:30P.M.)
- Nighttime opens from 6:00P.M. – 9:00P.M. (Last entry is at 8:30P.M.)

●What is the size and depth of the pool?

Indoor Pool: Length 20 m / Width 6 m / Depth 1.4 m

Outdoor Pool: Length 20 m / Max width 8.4 m / Depth 1.4 m

●Is the pool open if it rains?

Yes, the pool will be open even in the event of rain. In the event of stormy weather, such as typhoons or thunderstorms, we may suspend operations or temporarily prohibit swimming for safety reasons.

●Is re-entry permitted?

Yes, re-entry is allowed within the same time slot.

●Can I accompany another person who is already in the pool?

Yes, although an admission fee is required to enter the pool area.

●Who can use the pool for free?

- Seibu Prince Global Rewards (SEIBU PRINCE CLUB) Diamond and Platinum members staying at Shinagawa Prince Hotel with up to three accompanying guests.
- Children (ages 4-12) who are staying at Shinagawa Prince Hotel

●Are toddlers allowed to use the pool?

Children aged 4+ who are toilet trained may use the pool. Children under 3 are not allowed in the water. They may enter the poolside if accompanied by a parent or guardian.

●Are lockers available? Can I store suitcases?

Lockers are available in the changing rooms. Large luggage can be stored at the Main Tower 1st floor baggage counter or coin lockers.

●Are towels provided?

One bath towel per person is provided. Additional towels require a fee.

● **Are flip-flops available?**

Limited quantity available for free (reservations are not accepted)

● **Are swimsuits available for rent?**

Rental swimsuits are available (limited sizes and quantities, reservations are not accepted)

● **Are float rings available?**

Limited quantity available for free (reservations are not accepted)

● **Are sunscreen or tanning oils available?**

We do not sell tanning oil or sunscreen.

● **Can I bring food and drinks?**

Bottled drinks and water bottles are allowed.

*Cans, glass bottles, and alcohol are prohibited.

● **Is there a place to eat?**

Please use the terrace next to the pool reception.

● **Can I use pool toys?**

Round float rings (with no decorations) up to 90 cm diameter are allowed.

● **Can I use a picnic sheet?**

Guests are not permitted to bring their own picnic blanket.

● **Can I bring a parasol?**

Guests are not permitted to bring their own parasols.

*The hotel does not provide them either.

● **Can guests with tattoos (including fashion tattoos) use the pool?**

No. Entry is prohibited regardless of size. Please note that you will be asked to leave immediately.

● **Can I wear glasses, sunglasses, accessories, or watches while swimming?**

No, please remove them before entering the water.

● **Are revealing swimsuits such as thongs and T-backs allowed?**

No, highly revealing swimsuits are not permitted.

● **Can I apply for a season pass?**

The season pass is not available this season.

● **Is there a smoking area?**

No, the facility is non-smoking.

● **Are deckchairs free?**

Yes, free deckchairs are available, but quantities are limited.

● **Are there vending machines?**

No. Drinks are sold at the pool reception.

● **Is there a place to store valuables?**

Hotel guests can use the in-room safe. Safety boxes are also available at the pool reception.

● **How long can I use the pool if I am staying with the admission included stay package?**

- Day Pool & Stay: during daytime (8:00 A.M. to 5:00 P.M.) on the check-in day
 - For consecutive stays: available on check-in day and intermediate days from 8:00 A.M. to 5:00 P.M.
- Night Pool & Stay: during nighttime (6:00P.M. to 9:00P.M.) on the check-in day
 - For consecutive stays: available on check-in day and intermediate days from 6:00P.M. to 9:00P.M.
- FUN!inclusive Package: during daytime (8:00 A.M. to 5:00 P.M.) and nighttime (6:00P.M. to 9:00P.M.) on the check-in day as well as daytime (8:00 A.M. to 5:00 P.M.) on the check-out day

● **Can I use the pool on my check-out day if I am staying with the admission included stay package?**

- Day Pool & Stay: please pay the admission fee at the pool reception if you would like to use the pool on your check-out day
- Night Pool & Stay: please pay the admission fee at the pool reception if you would like to use the pool on your check-out day
- FUN!inclusive Package: you can use the pool during daytime (8:00 A.M. to 5:00 P.M.) on your check-out day without additional fee. Admission fee is required if you would like to use the pool during nighttime (6:00P.M. to 9:00P.M.) on your check-out day.

● **Am I allowed to move between pools, guest rooms, and restaurants wearing a swimsuit?**

Please wear a cover-up over your swimsuit when moving from your room to the pool. Swimwear is not allowed in restaurants.

● **Can pregnant guests use the pool?**

Yes, but the hotel assumes no responsibility in case of accidents.