

# FAQ

## ●When is the pool season?

From Friday, July 17 to Sunday, August 30, 2026.

## ●What is the Diamond Pool?

The Diamond Pool is a garden pool located in the Japanese Garden, which also has a toddler pool.

## ●What is the Sky Pool?

The Sky Pool is a rooftop pool located on the 2nd floor of the Grand Prince Hotel Shin Takanawa.

## ●How to get to the Diamond Pool?

From the 1st floor lobby of the Grand Prince Hotel Shin Takanawa, proceed toward the guestroom wing. When you arrive at the elevator hall, turn right (toward Club Lounge) and you will find a connecting passageway at the end of the corridor.

## ●How to get to the Sky Pool?

Use the guest room elevators at Grand Prince Hotel Shin Takanawa to get to 2F. Go through the connecting corridor and go up the stairs.

## ●What are the operating hours?

The Diamond Pool is open from 9:00 A.M. to 4:00 P.M. each day from July 17. (Last admission is at 3:30 P.M.)

The Sky Pool is open from 4:00 P.M. to 8:30 P.M. each day from July 25. (Last admission is at 8:00 P.M.)

## ●What is the size and depth of the pool?

The Diamond Pool is 208 square meters in area, with a water depth of 1.1 to 1.2 meters. The children's pool is 0.6 meters deep.

The Sky Pool is 144 square meters in area, with a water depth of 0.9 to 0.95 meters.

## ●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 permitted within the allotted time for each time slot.

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

Yes, although you must have a pool admission ticket to enter the pool area.

## ●Are toddlers allowed to use the pool?

Both pools are available for use. Children under 3 years old may only use the toddler pool at the Diamond Pool. However, children still in diapers, regardless of age, must wear swim diapers under their swimsuit and are only permitted to use the Toddler Pool.

## ●Are there lockers? Can I leave suitcases or other luggage in the lockers?

There are lockers in the changing rooms. Large items can be stored at the bell desk.

## ●Are towels provided?

Towels are provided at the pool reception area.

## ●Are flip-flops available?

A limited number of flip-flops are available for loan, free of charge. No booking is required.

## ●Are swim rings available to hire?

A limited number of swim rings are available for loan, free of charge. No booking is required.

## ●Are sun oil and sunscreen available?

Sun oil is not available for sale. Sunscreen is sold at 7-Eleven inside the hotel (Grand Prince Hotel Shin Takanawa B1).

## ●Is it possible to bring in food and drinks?

You may bring in drinks in plastic bottles. Food is not allowed.

\*Cans, glass, and alcohol are not allowed.

## ●Can I use play equipment?

Yes, You may bring in swim rings with a diameter of 90 cm or less and that has no decorations.

## ●Can I use a picnic blanket?

Guests are not permitted to bring their own picnic blanket.

## ●Can I use a parasol?

Guests are not permitted to bring their own parasols.

\*We have parasols available for use. (Additional charges are required.)

## ●Are guests with tattoos (including fashion tattoos) allowed to use the facilities?

No. Tattoos, regardless of sizes, are not permitted.

## ●Can spectacles, sunglasses, accessories, watches, etc. be worn?

You may be asked to remove your glasses, sunglasses, or other accessories when entering the pool, if deemed dangerous by staff.

\* Goggles are permitted.

## ●Can I wear a thong-style swimsuit?

No, revealing swimsuits are not permitted.

## ●Can I apply for a passport membership?

Member passes are not available.

## ●Is there a smoking area?

No, there is no smoking area.

## ●Are the daybeds around the pool free of charge?

Charges apply for use of daybeds, parasols and cabanas.

## ●Are there any vending machines?

No, there are no vending machines available. Drinks are available at the drink counter by the pool.

## ●Is there a place to leave valuables?

Guests can use the safe in their guest rooms. There is also a safe in the Lobby (Grand Prince Hotel Shin Takanawa 1F). Please ask our front desk if you wish to use them.

## ●When can the pool passes be used when staying under a Pool & Stay Package?

Passes may be used from 9:00 A.M. on the day of check-in until 4:00 P.M. on the day of check-out.

## ●Is it permitted to move between pools, guest rooms, and restaurants wearing a swimsuit?

Please wear a jacket over your swimsuit when moving from your guest room to the pool. Please refrain from using any restaurant while wearing a swimsuit.

## ●Can I use the pool while pregnant?

Yes. However, the hotel will not be responsible of any accidents.