

# FAQ

よくあるご質問

## ●When is the pool season?

The pool will be open for 44 days from July 20, 2024 to September 1, 2024

\*Night Pool is available for a limited number of days.

## ●What is the Sky Pool?

Sky Pool is a rooftop pool exclusively available for guests over 16.

## ●Where is the Sky Pool located?

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?

All guests using the daytime pool will be required to leave at 5:00P.M. Daytime is from 10:00A.M. - 5:00 P.M., while nighttime is from 5:30 P.M. - 9:00P.M.

\*Last admission is 30 minutes before closing time.

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

The area of the pool is 144 m<sup>2</sup>, 0.9 to 0.95 meters deep, and the water temperature is approximately 28°C.

## ●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.

## ●Which guests can use the pool free of charge?

Seibu Prince Global Rewards (SEIBU PRINCE CLUB) Diamond and Platinum members staying at Prince Hotels in Takanawa area may take up to three accompanying guests. Guests staying at TAKANAWA HANAKOHRO may use the swimming pool free of charge.

## ●Are toddlers allowed to use the pool?

Sky Pool is only for adults. Please use the Kids Pool in Diamond Pool.

## ●Are there changing rooms?

Yes, there are changing rooms in Sky Pool.

## ●Are there amenities in the changing rooms?

Shampoo, body soap, and others are available in the shower booths.

## ●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 swimsuit rentals available?

There are no swimsuit rentals.

## ●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?

Yes, you may bring in water bottles and plastic bottles.

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

## ●Is there anywhere to eat and drink?

Food and drinks are available at the Food & Drink Area by the pool.

## ●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. Please note that you will be asked to leave the premises immediately.

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

For safety reasons, please remove glasses, sunglasses, accessories, watches, etc. when entering the water.

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

No, revealing swimsuits are not permitted.

## ●Can I apply for a passport membership?

We are not selling passport memberships for this season.

## ●Is there a smoking area?

There is no smoking area at Sky Pool.

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

Charges apply for use of daybeds and parasols.

## ●Are there any drink vending machines?

No, there are no vending machines available. Drinks are available at the Food & Drink Area 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.

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

Day Pool tickets can be used from 12:00 NOON on the day of check-in to 5:00 P.M. on the day of check-out.

\*Please note that we do not offer stay packages that include the use of the Night Pool.

## ●Am I allowed to move between 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 (except the Food & Drink Area by the pool).

## ●Can I use the pool while pregnant?

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