

FAQ

● When is the pool season?

38 days from July 21 (Fri) to August 27 (Sun), 2023

● What is the Sky Pool?

Sky Pool is a rooftop pool exclusively available for use by those at least 16 years of age.

● Where is the Sky Pool located?

From the elevator hall on the 2nd floor of the guest room wing of the Grand Prince Hotel Shin Takanawa, take the connecting corridor and go up the stairs.

● What are the operating hours?

All guests in the earlier time slot will be required to leave when the new time slot commences. The earlier slot (day pool) is from 10:00 A.M. to 5:00 P.M., and the later slot (night pool) is from 5:30 P.M. to 8:30 P.M.

*Last admission is 30 minutes before closing time.

● How many people can use the pool?

Maximum capacity is 100 people.

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

The pool is 144 m² in area, 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 even if not entering the water.

● Which guests can use the pool free of charge?

SEIBU PRINCE CLUB Diamond/Platinum members staying at Prince Hotels in the Takanawa area and up to three accompanying guests may use the pool free of charge.

● Are toddlers allowed to use the pool?

Sky Pool is not available for use. The Diamond Pool, a separate pool within the hotel, is available for use.

● Are there changing rooms?

It is adjacent to the Sky Pool.

● Are there amenities in the changing rooms?

Shampoo, body soap, and so on 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. Other than in guest rooms, luggage can be left at the bell desk in the Lobby.

● Are towels provided?

Towels can be hired at the pool reception area.

● Are flip-flops available?

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

● Are swimsuits available to hire?

Swimsuits are not available.

● Are inflatable rings available to hire?

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

● Are sun oil and sunscreen available?

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

● Is it possible to bring in food or 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 Drink & Snack Corner by the pool.

● Can I use play equipment?

Yes, you may bring in inflatable rings (with no decorations) with a diameter of 90 cm or less.

● Can I use a picnic blanket?

Users are not permitted to bring their own picnic blankets.

● Can I use a parasol?

Users are not permitted to bring their own parasols.

*The hotel has some available for use. (Fee applies)

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

No. Tattoos, large or small, are not permitted. If a staff member discovers a tattoo, 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. only when entering the water.

● Can I wear a thong-style swimsuit?

No, the wearing of revealing swimsuits is not permitted.

● Can I apply for a passport membership?

This season, we are not selling passport memberships in order to manage visitor numbers.

● Is there a smoking area?

Sky Pool is a smoke-free area.

● 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 Drink & Snack Corner by the pool.

● Is there a place to leave valuables?

Guests can use the safety deposit box in each guest room.

There is also a safety deposit box in the Lobby (Grand Prince Hotel Shin Takanawa 1F). Please ask front desk staff if you wish to use it.

● When staying on a plan that includes a pool admission ticket, how long can I use the pool admission ticket?

You can use the ticket on the date you have chosen, between your check-in date and your check-out date.

● Is it permitted 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.

(excluding the poolside Drink & Snack Corner)

● Is it possible to use a time slot other than the one I have booked, if I pay an additional fee?

Yes, you can use the pool during a different time slot if you pay the fee for same-day use.

*Service may be unavailable at some times, depending on booking conditions.

● Can I use the pool while pregnant?

Yes. However, the hotel will not bear any responsibility in the unlikely event of any accident occurring.