

FAQ Regarding the Provision of Rooms to Persons Awaiting PCR Test Results

(As of September 11th, 2020)

Q-1. If I enter the country via Kansai International Airport, is it possible to make a room reservation for use until receipt of my PCR test results?

A-1. No - Rooms available for use while awaiting PCR test results are allocated by the Ministry Health, Labor, and Welfare. As such, we are unable to accept reservations directly from individual guests for this purpose.

Q-2. Does every person who takes a PCR test after entering the country via Kansai International Airport stay in the hotel while awaiting their results?

A-2. No - In most cases, travelers will be instructed to wait in a separate area within the airport itself. Use of hotel facilities during the waiting period is permitted only at the direction of airport quarantine officials. For further details, please visit the homepage of the Ministry of Health, Labor, and welfare:

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/newpage_00032.html

Q-3. I already have a private room reservation, but will now be staying in a room allocated by the Ministry of Health, Labor, and Welfare while awaiting my PCR test results. Can I cancel my private reservation?

A-3. When staying in a room allocated by the Ministry of Health, Labor, and Welfare, please contact us to cancel, free-of-charge, any previous reservations which were made directly by phone or via our official website. In some cases, it may not be possible to cancel reservations made via online booking websites and travel agencies free-of-charge. Please be sure to confirm the cancellation policies of such booking websites and agencies when making a reservation.

Q-4. If my PCR test results are negative, can I stay at the hotel for the required 14-day self-quarantine period?

A-4. Yes - Reservations may be made at the front desk on the first floor. Guests making such arrangements will be accommodated in a room other to that in which they stayed while awaiting the results of their PCR test.



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