

# FAQ

## ● When is the pool season?

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

## ● What is the Diamond Pool?

The Diamond Pool is a garden pool that can be enjoyed by everyone from toddlers to adults.

\*The Kids Pool is exclusively for children 3 years old and younger.

## ● Where is the Diamond Pool located?

First, go to the Japanese Garden from Grand Prince Hotel Shin Takanawa's guest room wing. Head towards EAN Charyo, and you will find the entrance for Diamond Pool.

## ● What are the operating hours?

10:00A.M. - 5:00P.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 208m<sup>2</sup>, 1.1 to 1.2 meters deep, and the water temperature is approximately 28°C. The children's pool is 0.6 meters deep.

## ● 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?

Yes, children under 3 years of age may use the Kids Pool in 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 Kids Pool.

## ● Are there changing rooms?

Changing rooms are available in the Meeting Rooms (Grand Prince Hotel Shin Takanawa 1F).

## ● Are there showers in the changing rooms?

There are no showers in the changing rooms. Please use the showers by the pool (cold water only) or the shower in your guest room.

## ● 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 Diamond Pool.

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

Charges apply for use of daybeds, parasols and cabanas.

## ● 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.

## ● 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.