



## Hotel Nikko San Francisco

### Frequently Asked Questions

- **How much is the charge for internet?** We are pleased to offer high speed (10 Mb/sec) wi-fi access in all of our guestrooms at \$15.95 per 24 hours. We also an hourly rate of \$5.95 per hour and a special three-day package of \$31.95 for guests staying an extended period of time. Many of our room packages (e.g. Nikko and Imperial Club floors) include complimentary internet access; please see [www.hotelnikkosf.com](http://www.hotelnikkosf.com) for current internet-inclusive room packages. Internet access purchased in our guestrooms is valid throughout all of our public spaces, although not in our meeting rooms.
- **Does the hotel have a fitness center and pool?** Yes. The cost to use our Health Club, which includes access to our 15-meter atrium-enclosed swimming pool, whirlpool, locker rooms, saunas and steam rooms, is a one-time flat rate of \$10 per room per stay. Complimentary Health Club access is included in the rates for our Suites and Imperial Club floor rooms.
- **Does the room rate include breakfast?** Our normal room rates do not include breakfast. If breakfast is a priority, our Nikko Floor and Imperial Club Floor rooms will suit your need. These upgrades include breakfast per paid adult only and complimentary high-speed Internet access. Please see [www.hotelnikkosf.com](http://www.hotelnikkosf.com) for more information.
- **What is the cost for breakfast? When is it served?** Breakfast at Restaurant ANZU is available starting at 6:30am. buffet service is available until 10:30, while a la carte service is available until 11:00am, except Sundays. On Sundays, only the breakfast buffet is available until 11:00am in the Mendocino room. The price for buffet breakfast is \$20 per adult/senior plus tax and \$10 per child plus tax. In Restaurant ANZU, we offer the KBLX Sunday Jazz Brunch served from 10:00am to 2:00pm. The price for the Sunday Brunch is \$48 per adult, \$38 per senior and \$25 per child (ages 5 to 12) – all plus tax. For additional information, please visit [www.restaurantanzu.com](http://www.restaurantanzu.com).

- **What is the minimum age to check in to the hotel?** The minimum age to check-in to the hotel is 18 years of age with a valid credit card. You must be 21 years or older to access the in-room refreshment center.
- **Does the Hotel Nikko allow pets in the room?** Yes. When booking your reservation, please indicate that you will be bringing along a pet by mentioning this to our reservations agent or by inputting this into the comments field when booking online. Pets must be 40 pounds or less, and you must fill out a Pet Indemnity form at the Front Desk when checking in. Currently, we do not charge for pets staying at the hotel. However, if necessary, a cleaning fee may be applied after you check out.
- **Does the Hotel Nikko have smoking rooms?** The Hotel Nikko San Francisco is 100% smoke free so we do not have any smoking rooms.
- **Does the Hotel Nikko have an airport shuttle?** Hotel Nikko San Francisco does not have a direct airport shuttle. However, our concierges can recommend options for you. Please contact them at (415) 394-1111 or at [ConciergeHNSF@hotelnikkosf.com](mailto:ConciergeHNSF@hotelnikkosf.com). Also, we are conveniently located two short blocks from BART's (Bay Area Rapid Transit) Powell Street station. Trains leave directly from SFO, and connect with OAK via shuttle bus. Please see <http://bart.gov> for schedules.
- **How much do you charge for parking? Do guests receive a discounted rate?** Valet parking is \$10 + tax per hour. Valet parking for our overnight guests is \$45 +tax per night and \$55 + tax for oversized vehicles – both with in and out privileges.
- **Is there a discount for hybrid cars?** At this point in time, we do not offer a discount for hybrid cars. However, this is something that is currently being discussed and a discount may apply in the future.
- **Can you recommend a public parking facility close by that has more reasonable rates?** Most of the garages in the area have comparable rates. Please feel free to contact our concierges for more information at (415) 394-1111 or [ConciergeHNSF@hotelnikkosf.com](mailto:ConciergeHNSF@hotelnikkosf.com).
- **If I want to rent a car at Hotel Nikko, who do I contact?** We have a branch of Enterprise Rent a Car at our parking entrance. You may contact Enterprise directly at (415) 837-1700 between the hours of 8:00am and 6:00pm on weekdays, 8:00am and 1:00pm on Saturdays and 9:00am and 12:00 noon on Sundays. Outside of these hours, please contact our Concierge at (415) 394-1111.

- **How do I send a package to the hotel so that it will be waiting for me when I get there?** If you have a reservation at the hotel, you can send packages to yourself prior to your arrival. When addressing these packages to yourself, please note on the package: "For guest arrival on" plus the arrival date. When you arrive at the hotel, your package(s) can be picked up at our Business Center, located on the Lobby level.
- **What are the Business Center hours?** The Business Center is available to our guests 24 hours. 7 days a week, 24 hours to our guests. An attendant is available to assist you Mondays through Fridays from 7:00am to 6:00pm.
- **When can I check in to the hotel? Also, when is check-out time?** Check-in time is 3:00 pm, while check-out time is 11:00 am. We will do anything we can to accommodate you should you require an earlier check in or a later check out.
- **Do your rooms have refrigerators for me to store items?** Our rooms have refreshment centers. However, refrigerators are available upon request at no charge. .
- **Do you have a salon at the hotel?** Yes. You may contact the salon at (415) 928-6565 or visit [www.nicolashair.com](http://www.nicolashair.com).