



## 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 guest rooms at \$15.95 per device per 24 hours, or a special three-day package of \$31.95 per every three days for guests staying an extended period of time. Many of our room packages (e.g., Nikko and Imperial) include complimentary Internet access; please see [www.hotelnikkosf.com](http://www.hotelnikkosf.com) for current Internet-inclusive room packages. Internet access purchased in our guest rooms continues to be valid throughout all of our public spaces, though not in our meeting spaces.

- **Does the hotel have a fitness center and pool?**

Yes, we have a large, modern natural-lit 10,000-square-foot health club with an atrium-covered, 15-meter indoor swimming pool and whirlpool spa and mahogany locker rooms with separate men's and women's dry saunas and steam rooms. The rate to use our health club is a one-time flat rate of \$20 per room, per stay. Complimentary health club access is included with our Suites and Imperial Club floors' rooms. Massages (shiatsu and deep treatment services) are available either in-room or in our health club treatment rooms. Massage rates vary; please call 415-394-1165 for appointments.

- **How much is parking?**

Valet parking is \$10 per hour.

- **Do guests get a discount rate?**

Valet parking for our overnight guests is \$45 per night, plus tax, with in-and-out privileges (and \$55 per night, plus tax, for oversized vehicles). Otherwise, hourly parking rates apply.

- **Can you recommend a public parking facility nearby?**

All of the hotel garages in the area have comparable rates. The 1,100-car Mason O'Farrell garage is directly across the street. Feel free to contact our concierges for more information at [ConciergeHNSF@hotelnikkosf.com](mailto:ConciergeHNSF@hotelnikkosf.com), or consult [www.sf.bestparking.com](http://www.sf.bestparking.com).

- **If I want to rent a vehicle from the on-site Enterprise car rental, who do I contact?**

You may contact Enterprise directly at 415-837-1700, 8 a.m. and 6 p.m. on weekdays, and between 8 a.m. and noon on weekends. For anything before or after these hours, please call our concierge desk at 415-394-1111.

- **Does the room rate include breakfast?**

Our room rates normally do not include breakfast. If breakfast is a priority, our Nikko and Imperial Club floors' rooms may better suit your needs. These upgrades include daily full, hot breakfasts in Restaurant ANZU per paid adult, as well as complimentary Internet access. Please see <http://www.hotelnikkosf.com> for more information.

- **How much is breakfast? When is breakfast served?**

Both a la carte and buffet breakfasts in Restaurant ANZU are available starting at 6:30 a.m. Buffet service is available until 10:30 a.m., while a la carte service is available until 11 a.m., Monday through Saturday. The price for the buffet breakfast is \$22 per adult/senior, plus tax, and \$10 per child (ages 5 to 12), plus tax.

- **KBLX Sunday Jazz Champagne Brunch**

Every Sunday, Restaurant ANZU is proud to offer our extensive KBLX Sunday Champagne Brunch served from 10 a.m. to 2 p.m., with a live radio simulcast from the restaurant. The price for the KBLX Sunday brunch is \$48 per adult (holiday brunch pricing varies), \$38 per senior, and \$25 per child age 5 to 12. ANZU additionally offers our regular, fine breakfast buffet 6:30-11 a.m. in the restaurant. For further information, please visit [www.RestaurantANZU.com](http://www.RestaurantANZU.com).

- **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, whether you are arriving at San Francisco, Oakland or San Jose. To further consult your options, please email [ConciergeHNSF@hotelnikkosf.com](mailto:ConciergeHNSF@hotelnikkosf.com). Additionally, we are conveniently located two short blocks from BART (the Bay Area Rapid Transit) at the Powell Street station. BART trains leave directly from SFO, and connect with OAK via bus. Go to <http://bart.gov> for schedules.

- **When can I check in to the hotel? Also, what time is check-out?**

Check-in time at the hotel is 3 p.m.; check-out time is 11a.m.

- **What is the minimum age to check in to the hotel?**  
 The minimum age to check in to the hotel is 18, with a valid credit or debit card. We require a \$100 deposit per night for potential incidentals, with a maximum of \$500 per stay (if using a debit card, your bank will hold the money and release the funds at a later date). California's age majority of 21 years is required to access the in-room refreshment center.
- **Does the Hotel Nikko have smoking rooms?**  
 The Hotel Nikko San Francisco is 100 percent smoke-free, so we do not have any smoking rooms.
- **Does the Hotel Nikko allow pets in rooms?**  
 Hotel Nikko San Francisco does allow pets in the room. When booking your reservation, please indicate that you will be bringing along a pet to our reservations agents 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. We charge \$50/night for each pet staying at the hotel, and an additional \$150 cleaning deposit that is returned at check-out if no special cleaning is necessary.
- **How do I send a package to the hotel so that it will be ready 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's arrival on \_\_\_\_" with your arrival date. Upon arrival at the hotel, your package(s) will be ready for you at our Business Center, located on the Lobby level. Handling fees will apply:

  - 0 – 19 lbs: \$5/piece
  - 20 – 50 lbs: \$10/piece
  - 50 – 100 lbs: \$20/piece
  - 100 lbs+: Please contact hotel for prices.
  - For very large boxes, storage fees may apply.
- **What are the Business Center's hours?**  
 The full-service Business Center is available seven days a week, 24 hours per day to our guests. An attendant is available to assist you Monday through Friday from 7 a.m. to 6 p.m.
- **Do your rooms have in-room refrigerators for guests to store items?**  
 Our rooms all have in-room service/bar refreshment centers. However, be aware that they are of the auto-charge type; removal and replacement of an item will still result in a charge. Therefore, if desired, small refrigerators are available upon request at no charge.

- **Do you have a salon at your hotel?**

We do have the Nicolas Studio hair salon at the hotel on the porte-cochere level. To make an appointment or for further information, contact the salon directly at 415-928-6565 or visit [www.nicolashair.com](http://www.nicolashair.com).