



## **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, or a special 3-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 & 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 guestrooms 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-light lit 10,000 sq ft health club with an atrium-covered 15-meter indoor swimming pool, whirlpool spa, 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 \$10 per room per stay. Complimentary Health Club access is included in our Suites and Imperial floor rooms. Massage (shiatsu and deep-treatments) services are available either in-room or in our health club treatment rooms. 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 + tax with in and out privileges (and \$55 per night + 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, please 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 between the hours of 8:00 am and 6:00 pm on the weekdays, 8:00am and 12:00 noon on weekends. For anything after these hours, please contact our concierge desk at (415) 394-1111.
- **Does the room rate include breakfast?** Our normal room rates do not include breakfast. If breakfast is a priority, both our Nikko Floor and Imperial Floor rooms may suit your needs more closely. 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 ala carte and buffet breakfasts in Restaurant ANZU are available starting at 6:30 am. Buffet service is available until 10:30 am while a la carte service is available until 11:00 am, Monday through Saturday. The price for the buffet breakfast is \$20 per adult/senior plus tax and \$10 per child (12 and under) plus tax.
  - **KBLX Sunday Jazz Champagne Brunch** Every Sunday, Restaurant ANZU is proud to offer our extensive KBLX Sunday Jazz Champagne Brunch served from 10:00 am to 2:00 pm, with a live radio simulcast from the restaurant. The price for the KBLX Sunday brunch is \$48 per adult, \$38 per Senior and \$25 per Child (ages 5 to 12). ANZU additionally offers our regular fine breakfast buffet 6:30 am through 11:00 am in the Mendocino room. 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 into San Francisco, Oakland or San Jose. To further consult your options, please e-mail [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. Please see <http://bart.gov> for schedules.
- **When can I check-in to the hotel? Also, what time is check-out time?**  
Check-in time at the hotel is 3:00 pm, while check-out time is 11:00 am.
- **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. 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% smoke free so we do not have any smoking rooms.
- **Does the Hotel Nikko allow pets in the room?** 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. Currently, we do not charge for pets staying at the hotel. However, a cleaning fee may be applied after you check-out, if 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 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.
- **What are the Business Center hours?** The full service Business Center is available 7 days a week, 24 hours to our guests. An attendant is available to assist you on Monday through Friday from 7am to 6pm.
- **Do your rooms have in-room refrigerators for guests to store items?** Our rooms all have in-room refreshment centers. Additionally, 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, please contact the salon directly at 415-928-6565 or visit [www.nicolashair.com](http://www.nicolashair.com).