

Information Guide

Kyoto Machiya Zeniyaicho



KYOTO MACHIYA
COLLECTION

Welcome to Kyoto Machiya Zeniyacho

Thank you very much for choosing to spend your holidays at our machiya hotel. We hope your stay with us will be truly exceptional and memorable.

Should you require any assistance or have any questions, please feel free to contact us. Also, we will have hotel staff on site during your stay to provide assistance if needed.

We are very excited to welcome you at Kyoto Machiya Zeniyacho.

Yusuke Inoue

Hotel Manager at Kyoto Machiya Zeniyacho

Website: www.KyotoMachiyas.com

Email: info@kyotomachiyas.com (for general inquiry and concierge service)

or reservation@kyotomachiyas.com (for reservation assistance)

Mobile/LINE/WhatsApp: +81-90-1524-0550

Phone: +81-75-211-6001



Hotel Address

258 Zeniyacho, Shimogyo-ku, Kyoto 600-8303

Hotel Address in Japanese:

〒600-8303 京都市下京区銭屋町258

Google Map: <https://goo.gl/maps/9BaqQjhDy2M2>

(note) the hotel name might still be an old name “Kiraku Kyoto Zeniyacho”

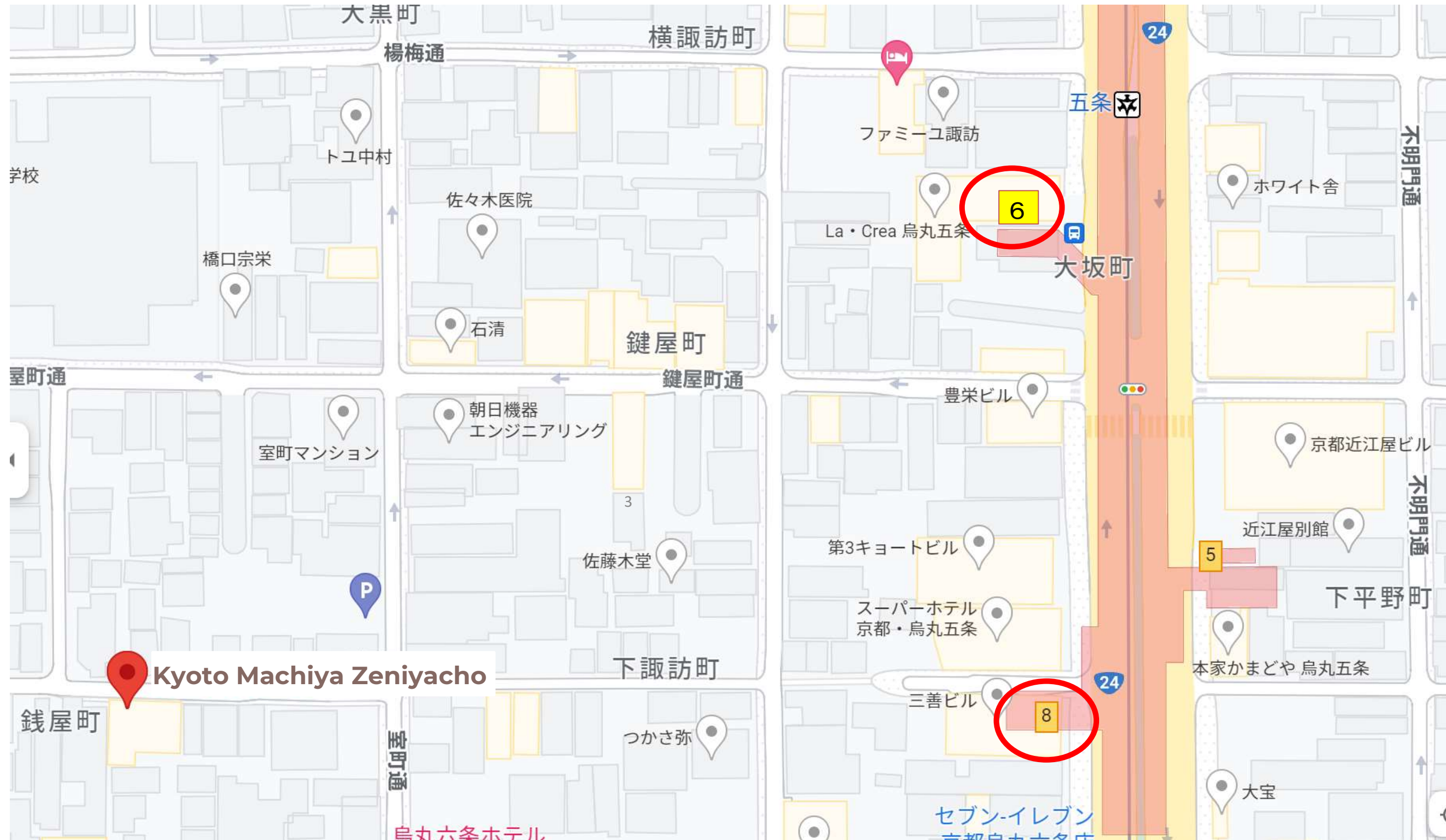
Directions from Kyoto JR Station

Option 1: By taxi (approximately 5 minutes and 900 yen) – If a taxi driver cannot recognize the address, you could show this “室町花屋町上がる、二筋目西入”. Please refer page 6 for arrival details

Option 2: By train (approximately 15 minutes @ 220 yen per person)
Take Karasuma Line and get off at 5 Jo station. Take station Exit No 8 and then walk 2 minutes to our machiya hotel. If you have heavy luggage you can also take station Exit No 6 with elevator. Further walking instruction is included on the next page.

Access from 5 Jo Station

The nearest exit (staircases): Exit 8/ The exit with an elevator: Exit 6



Coming out of Exit 8 of 5 Jo station and turn left and walk straight for 180 m (around 2 min walk) and you will find our machiya hotel on your left hand side.



On Arrival

Our hotel staff will be awaiting for your arrival nearby. Once you arrive to our machiya, please use the telephone at the entrance of your machiya villa (AI or SHU) and call us by pressing the “VIP” button. Hotel staff will give you instructions on how to access your machiya and visit your room for check-in.

In the unlikely event that you cannot get hold to the hotel staff via the phone feel free to contact our hotel manager on +81-90-1524-0550 (LINE/WhatsApp or reservation@kyotomachiyas.com) for assistance.

※The telephone and key pat is located on the wall the right side of the entrance door. Each villa has its own telephone and key pat.

Telephone



Key Pat



FAQ

Q. Can you make a restaurant reservation for me?

Yes. We are happy to do that. Please let us know the name of the restaurant, number of diners and at least 2 preferable time slots.

Q. Do you serve breakfast at your hotel and what time is breakfast served?

Yes. Breakfasts are available. Breakfasts can be served between 8:00 and 8:30. Please refer to our breakfast menu shown on Page 9 and please order your breakfast by 4 days in advance.

Q. Do you serve dinner at your hotel and what time is dinner served?

Yes. Dinners are available. Dinners can be served between 17:30 and 18:00 Please refer to our dinner menu shown on Page 9 and please order your dinner by 4 days in advance.

Q. How often does the hotel provide housekeeping?

General housekeeping service is provided every 2nd day.

Q. Is hotel reception open 24 hours?

No, our staff is stationed nearby the hotel from 8 AM to 6 PM to assist you. After 6 pm, please contact us via Email (reservation@kyotomachiyas.com) for any non-emergency matters, and for emergency matters, please contact us by using the telephone on the wall near the TV or call +81-90-1524-0550 via Whatsapp/Line/Phone (in case you cannot contact to our staff, please call on +81-75-755-6064)

Q. Can we come to your hotel by Airport Shuttle Bus?

Yes. You can catch an airport shuttle from Kansai Airport / Itami Airport. Every bus stops at Kyoto Station and the limited number of buses stops at Karasuma Oike Station from Kansai Airport. Please refer to the latest bus timetable in their official website (<http://www.okkbus.co.jp/en/>)

FAQ

Q: What restaurants are available near your hotel?

There are many highly rated restaurants near our hotel and you can find our recommendations in the local area map attached. Please let us know if you have any particular cuisine or restaurant you would like to try. We are more than happy to provide you with recommendations and make table reservations on your behalf.

Q: Can I check in early?

We are afraid to say that due to cleaning time, we cannot arrange an early check-in. However, if you arrive after 12pm, you can store your luggage in your room while the room is undergoing cleaning.

Q: Can I check out late?

We are afraid to say that a late check-out is not arrangeable due to the cleaning for the next guest. However, we have a customer locker. If you wish to leave your luggage after check-out, please inform us at the time of check-in. Our complimentary luggage storage is subject to a first in first serve basis. We cannot guarantee being able to store your luggage if our lockers are full.

Q. What tourist attractions do you recommend?

- Nijo Castle
- Nishiki Market
- Gion
- Pontocho Allery
- Kiyomizu temple
- Arashiyama
- Fushimi Inari Shrine
- Kinkakuji Temple
- Ginkakuji Temple
- Yasaka Shrine

Should you wish to visit unique local places or try on special activities, please let us know. We have other recommendations depending on our guests' preference.

Our Prevention Measures Against Covid-19

1. At Kyoto Machiya Zeniyacho, we use “Zoono” sanitizers to clean and disinfect all areas of our hotel. Zoono products are lab tested and proven to have successful protection against Covid-19 for up to 30 days. Their products are widely used by airlines such as Emirates and Qantas as well as many other large corporations.
2. Online check-in is now available at our hotel to reduce the need for face-to-face interactions. Please contact us by email (reservation@kyotomachiyas.com) in advance should you wish to use this service.
3. Please cooperate in following measures during your stay:
 - Please disinfect hands and fingers with provided alcohol before entering the facility.
 - Please consider refraining from staying at our facility if you have a fever and/or illness.
 - Please cooperate on body temperature check at arrival. If guests have fever over 37.5 degrees, we may ask them to refrain from staying
 - Should you feel unwell, please give notice to our staff.

Above countermeasures shall be updated conforming to policy of Japanese government and/or any other relative organizations. We sincerely appreciate your kind understanding and cooperation.

We care about your safety and wellbeing and we thank you for cooperating with us during this unprecedented times.



Breakfast Options

2,900 yen per set

Breakfast
Kyoto Gozen Breakfast
～和朝食御膳～
Delivery time: 8:00～8:30

※Vegetarian dishes
available upon request

Not available between
27 Dec and 4 Jan



- Tax included in prices
- Available for groups of 2 or more
- Please order or change your order 4 days in advance
- Cancellation fees (100%) applied from 3 days prior
- We are unable to arrange meals to cater for allergies.

Dinner Options

6,000 yen per set



Dinner Option 1
Vegetarian Dinner
～精進料理～
Delivery time: 17:30～18:00

Not available between
27 Dec and 4 Jan

OR



Dinner Option 2
AWOMB Hand Rolled Sushi
～AWOMB手おりあえ寿司～
Delivery time: 17:30～18:00

Not available between
26 Dec and 4 Jan

※please order by 24 Dec
if you are ordering for 5～7 January