



# KYOTO MACHIYA COLLECTION

## Welcome Guide

# Kyoto Machiya Kamogawa Gardens

Dear Valued Guests,

Thank you for booking your stay at Kyoto Machiya Kamogawa Gardens, part of the Kyoto Machiya Collection™. We are delighted to have you as our guest and we look forward to providing you an exceptional stay.

Should you have any questions or require any assistance, please do not hesitate to contact us on the phone number or emails provided below.

Yusuke Inoue - Hotel Manager  
Kyoto Machiya Kamogawa Gardens



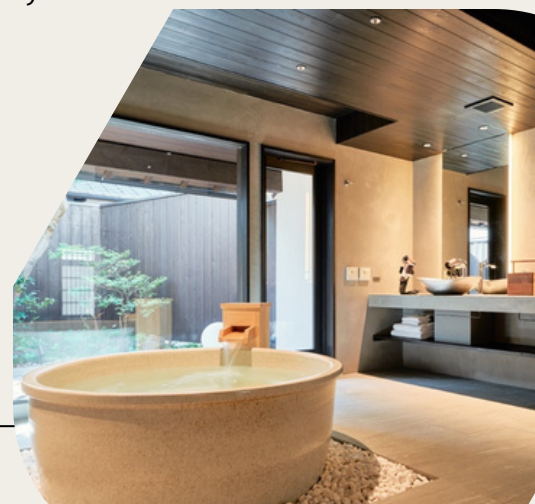
[kamogawa@KyotoMachiyas.com](mailto:kamogawa@KyotoMachiyas.com)  
(For general inquiry & reservation assistance)



+81-90-6397-2684 (Phone)  
If the above number is busy, please try  
+81-90-1524-0550 (Phone only)



Visit Our Website  
[www.KyotoMachiyas.com](http://www.KyotoMachiyas.com)



# Information

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## Hotel Address in English

346-3 Toyourachō Higashiyama Ward, Kyoto  
〒605-0905

## Hotel Address in Japanese

(Please show it to the taxi driver)

〒605-0905 京都市東山区豊浦町346

鞆町通五条下る豊浦町 東(左)側

(ナビは表示されるのでナビをご利用ください)



Please take a photo or scan the above QR code for our hotel location in Google Map.

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## Direct from Kansai International Airport to Kyoto Machiya Kamogawa Gardens

By Shared Shuttle Bus - Directly to Kyoto Machiya Kamogawa Gardens (approx. 90 minutes in normal traffic conditions but please note this bus may take up to almost 3 hours if heavy traffic. Starts from 5,000 yen per person). Please reserve directly on the website below.



## Directions from Kansai International Airport to JR Kyoto Station

Option 1: By Kansai-Airport Express “HARUKA” (approx. 80 minutes to arrive at JR Kyoto Station). Tickets can be purchased at Kansai Airport station. Please refer to the latest information from the official website below.



# Information

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## Directions from Kansai International Airport to JR Kyoto Station

**Option 2: Airport Bus** (approx. 90 minutes to arrive at JR Kyoto Station). You can take a bus from Kansai Airport Bus Terminal to JR Kyoto Station. Please refer to the latest information from Kansai Airport Bus official website below. Travel time depends on traffic. We suggest Option 1 above if you prefer a more accurate travel time.



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## Directions from Kyoto JR Station to Hotel

**Option 1: By Taxi** (approx. 10 minutes and 1,200 yen).

If the taxi driver is not familiar with the address, please show this Japanese message to the driver “鞆町通五条下る豊浦町 東(左)側”.

**Option 2: By Bus** (approx. 15 minutes)

Take the 206 or South 5 line for approximately 7-8 minutes, get off at the third stop "Keihan Shichijo Station" and walk around 7 mins to our machiya hotel

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**Check-in Time:** From 3PM

**Check-out Time:** Before 11AM

※ We offer self-checkout at our hotel. Guests can leave any time before 11am without the need to inform our hotel staff.

# Information

## Directions to Kyoto Machiya Kamogawa Gardens from Kiyomizu-Gojo Station

The closest station exit is Exit No 2. If elevator is needed, please use station Exit No 4.

You can walk down the Gojo Dori main road and turn right between Double Tree Hotel and Hotel Abest Grande Kyoto Kiyomize and walk down straight around 3 minutes and you will find our machiya hotel on your left side.



Double Tree Hotel

Abest Grande Kyoto Kiyomizu



# Information

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Exterior of Kyoto Machiya Kamogawa Gardens  
Please look for a building like the below.



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## On Arrival

Our hotel staff will be waiting for your arrival nearby. Please use the phone located at the alleyway to contact hotel staff upon arrival. Our hotel staff will give you instructions on how to access your machiya house and visit your room for check-in and welcome service.

# Information

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## Breakfast & Dinner

Breakfast and dinner can be arranged to be delivered to your machiya house upon request.



Japanese Breakfast



Japanese Kids Breakfast

## Breakfast

### Kyoto Gozen Breakfast

3,200 yen per set (tax included)

Delivery Time: 8am-8.30am

- Vegetarian option available upon request  
※Kyoto Gozen Breakfast only
- Kids breakfast also available upon request at the same price



Dinner 1



Dinner 2



Kids Dinner

## Dinner

### Kyoto Style Kaiseki Set

9,500 yen per set (tax included)

Delivery Time for Dinner 1: 6.30pm-7pm

Due to restaurant closure, Dinner 1 is not available on every Wednesday & the 3rd Tuesday of the month, and when restaurant is closed.

However, Dinner 2 is available for our guests on days when Dinner 1 is unavailable. Dinner delivery time for Dinner 2 is between 5.30pm-6pm.

- Vegetarian option available upon request
- Kids Dinner (JPY 5,500) also available upon request

#### (NOTES)

- Breakfast is not available between 27 Dec to 4 Jan, and on days when restaurant is closed
- Dinner is not available between 25 Dec to 10 Jan, and on days when restaurant is closed
- If the restaurant is closed unexpectedly, we will not be able to provide meals but will issue a full refund to our guests
- Dishes may vary depending on season

- Minimum order of 2 sets are required
- Please order at least 5 days in advance
- We cannot refund if cancelled with less than 3 days notice
- Unfortunately, we cannot accommodate for special dietary requirements
- Kid set can be ordered when an adult set is ordered



# Information

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## Celebration Items

Surprise your loved one during your stay with us. Just let us know what you prefer and we will handle the rest for you.

### Cake

**4,500 yen per (tax included)**

A whole cake (around 12cm diameter) comes with 5 candles & a message plate. Design & fruits differ depending on season.

\* Please inform us what to write on your message plate within 20 characters.

\*We will place the cake in the refrigerator in your room before your check-in.



\*Not available between 23 December to 3 January and on irregular business holidays  
\*We cannot refund if cancelled with less than 3 days notice

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### Flower Bouquet

**7,000 yen (tax included)**

Pamper your loved ones with beautiful fresh flowers from our local favorite florists. If you have specific flowers you would like to substitute for the pink roses, please inform us at the time of placing your order. We will check their availability.

\*We will place the flower bouquet in your machiya house before your check-in. Please instruct us where you would like it to be placed (Living room, bedroom, etc)

\*Not available between 26 December to 8 January, 14~22 August and on irregular business holidays  
\*We cannot refund if cancelled with less than 3 days notice

# Information

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## Drinks in Refrigerator

All drinks in the refrigerator are complimentary for our guests.

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## Assistance Service

We are very happy to assist our guests with restaurant reservations, transportation arrangements, cake and flower deliveries, and room decorations for birthdays or any other special occasions. Please contact us via email on [kamogawa@kyotomachiyas.com](mailto:kamogawa@kyotomachiyas.com) to let us know your requests.

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## Check-in Early & Late Check-out

Similar to other hotels, we cannot guarantee to provide early check-in or late check-out as it is solely dependent on availability.

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## Luggage Storage

### - Upon Arrival

If you arrive at our hotel after 12pm, it may be possible to leave your luggage inside your machiya house while we undertake housekeeping. If you wish to do so, please inform us in advance via your reservation platform or email us at [kamogawa@kyotomachiyas.com](mailto:kamogawa@kyotomachiyas.com).

### - Upon Departure

Unfortunately, we cannot store your luggage for you upon departure as we do not have sufficient space on site. But the nearest coin lockers are 5 minutes from our hotel and they are located inside Keihan Main line Kiyomizu-Gojo Station.



# Information

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## Frequently Asked Questions

### **Q: Can I check-in early?**

We are afraid 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?**

Unfortunately, we cannot arrange a late check-out as cleaning needs to start at 11am for the next guest.

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

Yes. Breakfast and Dinner are available. Please take a photo or scan the below QR code for our online shopping site and order them at least 5 days in advance.



### **Q. How often does the hotel provide housekeeping?**

Full housekeeping service is provided every 2nd day. We understand that some guests prefer not to have cleaning staff enter their machiya house during their stay. Please let us know if housekeeping service is not required and we will provide you with fresh towels.

### **Q. Where can we wash our clothes?**

There is a coin laundry shop which is about 11 minutes walk from our hotel. Please refer to below Google Map for directions.



# Information

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## Frequently Asked Questions

### **Q: What restaurants are available near your hotel?**

There are many highly rated restaurants near our hotel and you can find our recommendations at the end of this guide. Please let us know if you have any particular cuisine or restaurant you would like to try, we will be more than happy to provide you with our recommendations and help make table reservations on your behalf.

### **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. However, please note that some restaurants in Japan do not accept reservations from diners who cannot speak Japanese or reservations made by a third-party, and some restaurants do require reservations to be made online directly with a credit card deposit. Should this be the case, we apologize in advance that we cannot help our guests to reserve the restaurant.

You may wish to consider using the below reservation websites for booking restaurants as it includes many famous restaurants in Kyoto.



TABLE ALL



Open Table

### **Q. Is the hotel reception open 24 hours?**

No, but our office is located just 5 minutes away from the hotel and our staff is available via phone anytime of the day should you have any emergency matters during your stay. For general assistance, our staff can be contacted via phone or email between 10am to 6pm Monday to Sunday. If general assistance is required after 6pm, please contact us via email. In the unlikely event of an emergency after 9pm, please contact us via phone on the wall in the common area, or call +81-90-6397-2684. In the unlikely event that the number is busy please also try calling +81-75-755-6064.

# Information

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## Frequently Asked Questions

### Q: Can I send my luggage to your hotel?

Yes. Please provide the below address to the delivery company when sending your luggage to our hotel:

605-0905

京都市東山区豊浦町346-3

Kyoto Machiya 鴨川ガーデンズ

090-6397-2684

部屋名: YOUR ROOM NAME\*

Please make sure to add your room name (“YUKIMI”, “AKIMI” or “TSUKIMI”); Otherwise, the luggage might not get delivered to your room correctly by the delivery company.

※配送手配をお手伝い頂いている方へ 必ずどの部屋かと希望の配達時間をゲスト様から聞き取り記載願います。部屋は『月見/TSUKIMI』『翠見/AKIMI』『雪見/YUKIMI』がございます。

**Time of Delivery:** Please choose a delivery timeslot that allows you to be able to personally accept the luggage (For example, if you will be at the machiya from 4pm to 6pm kindly request for this delivery time). We highly recommend guests to accept the luggage personally to ensure the correct luggage are delivered to avoid potential travel disruptions.

If you prefer that we accept the luggage delivery on your behalf, please request the delivery time to be between 12pm to 2pm on your check-in date and request the delivery company to call us on **+090-6397-2684** at least 15 mins before arrival. If it is not possible to choose a delivery time, please request the delivery company to call us 15 mins before arrival to ensure we have staff on site to accept your luggage. Please note some delivery companies may leave the luggage unattended at the hotel if a call is not requested. Please show the below message when making a luggage delivery booking:

配送希望時間帯：12:00～14:00

連絡必須：到着前連絡、到着前連絡不可の場合も必ず到着時に

090-6397-2684にお電話ください。



# Information

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## Frequently Asked Questions

**Q: Can I send my luggage from your hotel?**

Not directly from our hotel. But the closest luggage drop-off point is only 6 minute walk from our hotel.

### <Sending Your Luggage to Your Next Destination>

You can bring your luggage to the nearest 7/11 or Familymart convenience store (all need 6 minute walk) and they will arrange luggage delivery for you to your next destination. Our hotel staff can assist you to create a delivery form for you to take to the drop-off point. If you need us to help you with filling out the delivery form, please let our hotel staff know.



7/11 (24 hours Operation)



Family Mart (24 hours Operation)

# Recommendations

SUSHI

東寿司  
AZUMA ZUSHI



CAFE

SOT Coffee Kyoto  
京都七条店  
SOT COFFEE KYOTO  
KYOTO SHICHIJO TEN



UDON  
TEMPURA

讃式  
SANSHIKI



CAFE

LORIMER KYOTO Jr.



UNAGI  
(Eel)

わらじや  
WARAJIYA



JAPANESE

茶房 半兵衛  
SABOU HAMBEE



JAPANESE  
CUISINE

日本料理 とくを  
TOKU WO



JAPANESE  
CUISINE

東山 吉寿  
HIGASHIYAMA  
YOSHIHISA



KAISEKI-  
STYLE  
ITALIAN  
FRENCH

宮川町 さか  
MIYAGAWACHOU  
SAKA



IZAKAYA

櫻バー  
SAKURA BAR



CAFE  
JAPANESE

Cafe ふふふあん  
CAFE FUFUFU AND...



CAFE  
BREAKFAST

CafeAmazon七条本店  
CAFE AMAZON

