

WELCOME TO THE MIYAKO HOTEL LOS ANGELES

On behalf of the staff and management of Miyako Hotel Los Angeles, we wish you a warm welcome and an enjoyable visit. For future reference, please also visit our Miyako Hotels & Resorts in Japan and the Miyako Hybrid Hotel in Torrance, California. This directory highlights some important information about our facility. Should you have any questions about this information or need further assistance, our front desk associates are waiting to assist you.

CHECK IN/CHECK OUT

Check in time is at 3:00pm; check out time is at 12:00 noon. Early check in & late check out are subject to availability and may be arranged with Front Desk for an additional charge.

SERVICES

Air Conditioning/Heat

Please set the wall thermostat to the desired temperature; switch the fan to AUTO and set for HEAT or COOL. For air conditioning, please keep the temperature around 70 degrees and above at all times for maximum efficiency.

Bell Service and Wakeup Calls

Please dial **331** or **0** for luggage assistance. Please dial **0** to arrange a wakeup call.

Internet and Business Center Services

The Hotel offers complimentary wireless internet service for all of our guests, guest rooms, and public spaces. The Hotel also offers a 24/7 Business Center in the lobby with access to computers, printing, and scanning. Please check with our Front Desk for a password.

Lost & Found

To report lost or found items, please contact Housekeeping by dialing **999**.

IN-HOUSE TELEPHONE DIRECTORY

| | | | | | |
|------------|------------|------------------|------------|--------------------|------------|
| Bell Desk | 331 | Lounge OHJAH | 679 | Tour Desk | 444 |
| Front Desk | 0 | Restaurant TAMON | 666 | Voice Mail Message | 555 |

For additional hours and availability, please contact Front Desk by dialing 0:

1st Floor: Lobby, Café Take 5, Business Center, & Senka Gift Shop

2nd Floor: Tamon Restaurant & Ohjah Karaoke Bar

3rd Floor: Fitness Center & Coin-Operated Laundry Service 6:00am-11:00pm Everyday

4th & 9th Floor: Beverage Vending Machine & Ice Machine Available 24/7

INSTALLATION & MISCELLANEOUS REQUESTS *cost may vary

Available upon request by dialing **0**, some installation fees or cost may apply:

- | | |
|--|---------------------------------------|
| ⊗ Baby Crib No Cost, Availability Varies | ⊗ Microwave \$25 One Time Fee |
| ⊗ Rollaway Bed* | ⊗ Stamps \$0.70 Domestic/\$1.50 Intl. |
| ⊗ Kettle \$25 One Time Fee | ⊗ Taxi Reservation* |

POLICIES

Smoking/Non-Smoking

Smoking is not allowed in our hotel. The building is designated entirely as a NON-SMOKING area. If there is evidence of smoking or smoking paraphernalia found in the room (including medical and recreational marijuana,) the Hotel will charge a cleaning fee in order to perform a special deep cleaning to maintain a smoke free room for our future guests.

Parking

The Miyako Hotel Los Angeles has valet service only. Please register at the Front Desk to use valet parking. Valet service after checkout will be subject to additional charge. Please note to secure your valuables. We are not liable for valuables left inside a vehicle.

Safety Deposit Boxes

For your safety, cash and other valuables should be kept in the room safe or in the safety deposit boxes at the Front Desk. The Hotel will not be responsible for any valuables not placed in the room safe or the safety deposit box. Misplaced Front Desk safety deposit box key will result in a \$100.00 charge.

Pets/Animals

The Hotel does not allow pets/animals unless they are identified as service animals.

GREEN SERVICE & CLEANING POLICIES: SAVE OUR EARTH!

As a new guest, your towels are freshly laundered. As a part of our commitment to our environment, we offer you the option of reusing your towels by placing your towels back on the towel rack. Otherwise, please place the towels on the floor and we will gladly change your towels daily. In our effort to preserve our planet by saving water and energy, we wash the bed linens on every third day and at checkout. If you wish for your linen to be changed daily, please place the green eco sign, located next to your bed, on the bed.

In light of recent world changes, our housekeeping department is taking care to do a detailed cleaning and sanitation of all the rooms and public areas more frequently. Additionally, there are extra hand sanitizing stations in the lobby and elevators.

IN CASE OF AN EMERGENCY

The Hotel meets all design specifications for earthquake resistance and fire preventions. The walls are constructed with fire resistant materials; each floor has a fire extinguisher. All rooms and hallways have automatic sprinkler systems. Please take a minute to read the following safety suggestions. Inside the closet is an emergency kit containing: a dusk mask, light stick, whistle, and water. If the pouch is used or removed without the case of an emergency, you will be subject to a \$20.00 fee.

- ⊗ Press **0** or **2911** and tell the operator you have an Emergency.
- ⊗ Know where the Exits are located.
- ⊗ Do not use the elevators.
- ⊗ To avoid inhaling smoke during a fire, stay close to the floor.
- ⊗ Stay inside during or immediately following an earthquake.