

Sauna Lounge Rentola FAQ

Reservation / Payment

Q. Are reservations required?

A. We ask that reservations be made in advance via the Internet.

If you visit us without a reservation, we will not be able to service you unless there are vacancies.

Q. When can I make a reservation?

A. From 11:00 am 14 days before the desired reservation date to 1 hour before your starting time.

Q. Can I use cash?

A. Cash cannot be used. Only credit cards are accepted for payment at the time of booking.

In addition, credit cards, QR code payments, transportation ICs, etc. can be used to pay for additional usage fees at this facility.

Q. How can I check if I have a reservation?

A. You will receive an email as soon as your reservation is completed.

If you do not receive an email, your reservation may not have been completed, so please contact us at 03-3817-4173.

Q. Can I change the date and time of my reservation or change the number of people?

A. Please cancel your current reservation from the reservation site and then make a new reservation.

Q. Until when can I cancel? Is there a cancellation fee?

A. Please log in from the reservation site and complete the cancellation procedure yourself.

Reservations can be canceled free of charge until 12:00 (noon) the day before the reservation date.

Please note that cancellations after that time will incur a 100% cancellation fee.

Q. When is the payment due?

A. Payment will be due when your purchase is confirmed on the reservation site.

Q. Can you issue a receipt?

A. It is possible. Please let the staff know on the day of your visit.

Q. Can I extend my usage time?

A. We are unable to extend the use of private rooms.

If you wish to use the lounge for more than 2 hours after the end of your private room use, you may extend your time for 500 yen per 30 minutes (tax included).

Q. What happens if I arrive late?

A. The available hours for the sauna room will not change.

Your time available will be reduced depending on your tardiness.

Q. Can I decide which sauna room to use?

A. You can specify when you make a reservation. Individual rooms cannot be specified.

Q. How many people can use one sauna room?

A. Standard rooms can accommodate up to two people, and premium rooms can accommodate up to four people.

About facilities and equipment

Q. How many standard rooms and how many premium rooms are there?

A. There are five standard rooms and one premium room.

Q. What is the temperature of the sauna room?

A. You can reserve a standard room by selecting a private room with a temperature of your choice from 80°C, 90°C, and 100°C.

Please note that we may not be able to meet your request depending on availability. The premium room is 90°C.

Q. What is the temperature of the cold bath water?

A. About 17°C.

Q. Can I throw water on hot stones? Do you have aroma water?

A. You can throw water on hot stones using the aroma water prepared by our facility.

Q. What amenities are provided?

A. We provide shampoo, conditioner, body soap, cleansing, facial cleanser, lotion, and milky lotion.

We also have hair dryers, cotton pads, cotton swabs, hairbrushes, face towels and bath towels.

Q. I heard that you can rent sauna hats and sauna ponchos...

A. Sauna ponchos are available for rental and sale.

Please feel free to use them in your private room.

If you would like to purchase one, please ask at the front desk.

We do not rent out sauna hats.

Q. Can I bring in food and drinks?

A. Only non-alcoholic beverages such as water and sports drinks can be brought into the private room.

Please refrain from bringing your own items into the sauna room.

Also, please refrain from bringing in any kind of food.

Q. Can I bring in alcohol?

A. Please refrain from doing so.

Q. What items cannot be brought into the sauna room?

A. We do not allow newspapers, magazines, items with built-in batteries, or items that may cause a fire.

We will not be held responsible for any malfunctions that may occur.

Q. Is smoking allowed?

A. Smoking is not allowed inside the facility.

Q. Can I play my own music?

A. We have speakers with built-in Bluetooth.

Please connect with your own device and enjoy.

Q. Can I charge my smartphone or computer?

A. Charging is possible in the private room and lounge.
Chargers are for rent at the front desk.

Other

Q. Is there an age limit?

A. Persons under the age of 18 are not permitted.

Q. Can men and women use together?

A. No.

For two or more persons, the room must be shared by two people of the same gender.

Q. Can I use the powder room and lounge?

A. You can use them for up to two hours after using the private room.

If you wish to use for more than two hours, you can for an additional 500 yen (tax included) every 30 minutes.

Q. Can I take pictures?

A. You can take pictures freely in the private room.

Please be considerate in the powder corner and lounge so as not to have other guests in your pictures or cause inconvenience.

Use for sales, publicity, advertisement, solicitation, or any other profit-oriented activities (excluding those approved by us) is strictly prohibited.

Q. Where can I leave my valuables?

A. We do not provide a safekeeping service, but you can bring your valuables into your room.

When using the shared space, please be careful not to lose anything and keep it in your safekeeping.

Q. Can I store large luggage?

A. Large luggage other than valuables can be kept at the front desk.