



HYATT REGENCY TOKYO

Notice of Renovation Work



From June 2024, we will be conducting renovation work on the hotel facilities to elevate the comfort and functionality of our hotel. The hotel will remain operational during the construction period, with renovations expected to be completed and fully open by June 2025. We apologize for any inconvenience this may cause. However, please be assured that we will take every precaution to ensure safety and minimize noise disturbance. Your understanding would be greatly appreciated.

OVERVIEW

■ Construction Period

From Monday, June 3, 2024, to Saturday, May 31, 2025

■ Construction Areas

Guest Rooms, Lobby, "Caffé", Regency Club Lounge, Fitness Center, and other areas.

■ Impact of Construction

- We are scheduled to carry out noisy construction work on weekdays from 10 a.m.-5 p.m. There is also a possibility of some noise occurring outside of these hours.
- Due to the construction, we anticipate implementing alternative operations and changes to the business content for some facilities.

<Alternative Operations>

- "Caffé"
- Front Reception
- Regency Club Lounge
- Fitness Center

<Changes in Operations>

- "Caffé"
- Room Service
- Chinese Restaurant "Jade Garden"
- Shinjuku NADAMAN

ALTERNATIVE OPERATIONS AND CHANGES IN OPERATIONS

【As of July 9, 2024】

* We will continually update with the latest information.

[Alternative Operations] We plan to operate using alternative facilities as follows:

	Estimated Start Date	Alternative Facilities
"Caffé"* ¹	Thursday, August 1, 2024	Banquet Room "Sky Room" (28F)
Front Reception	Monday, August 5, 2024	Banquet Room "Miyagino" (5F)
Regency Club Lounge (Breakfast)* ²	Sunday, September 1, 2024	Banquet Room "Sky Room" (28F)
Fitness Center	Early January 2025	"Reception Room" (6F)

¹ There will be changes to some menu items.

² Tea time and cocktail time will continue to be available on the 9th floor.

[Changes in Operations] Due to the construction on the lobby, we have scheduled temporary closure as follows:

	Estimated Period	Changes in Operations
Shinjuku NADAMAN* ³	July 16 - December 27, 2024	Wed, Thu: Closed Mon, Tue, Fri: Closed for Lunch
"Caffé"* ⁴	on Wednesday, July 31, 2024	Closed for Lunch and Dinner
Room Service* ⁴	on Wednesday, July 31, 2024	Closed for Lunch and Dinner
Chinese Restaurant "Jade Garden"* ³	August 1 - 31, 2024	Closed for Lunch on Weekdays

³ We will be open as usual on Saturdays, Sundays, and holidays.

⁴ Breakfast will be served as usual.

FAQ

Q: When will the new facility open?

A: We plan to fully open after completing all renovation work by June 2025.

Q: Will the hotel's entrance and exit change?

A: No, there will be no changes.

FAQ

Q: Will the lobby be accessible during the construction period?

A: Yes, the lobby will be accessible. However, starting from July 2024, we will set up temporary barriers to facilitate construction leading to restricted areas.

[Rooms]

Q: Which guest rooms will be renovated?

A: Approximately 600 guest rooms will undergo a renovation to ensure an even more delightful stay for our guests.

*Q: When will we know the details and prices of the new guest rooms?
When can we start making reservations?*

A: We will update the latest information on our hotel's website as soon as preparations are complete.

Q: If my reservation falls within the construction period or includes a room type under renovation, can I cancel or reschedule?

A: For reservations made directly through our official website or the hotel, if you wish to cancel or reschedule your reservation due to overlap with the renovation period, please contact our Global Contact Center. Ensuring your comfort during your stay is our top priority, and we will do our best to accommodate reservation changes or cancellations as much as possible.

Q: When will the Regency Club Lounge be renovated?

A: We plan to reopen for business in early May 2025 after the renovation.

[Restaurants]

Q: When will the "Caffé" be renovated?

A: We plan to reopen for business in mid-April 2025 after the renovation.

Q: Can I cancel or reschedule my reservation made during the construction period?

A: For reservations made directly through our official website or the hotel, if you wish to cancel or reschedule your reservation due to overlap with the renovation period, please contact each restaurant directly. We will do our best to accommodate reservation changes as much as possible.

Q: Will Room Service be available during the construction period?

A: Yes, Room Service will still be available during the construction period. However, there will be changes to some menu items.

FAQ

[Others]

Q: Will the construction be conducted safely without harming the health of guests?

A: The construction methods and materials used in the renovation work comply with all Japanese laws and standards, ensuring safety and non-harmful impact on the health of guests. We prioritize the safety of all guests and have taken every precautionary measure.

Q: Will the elevators be available for normal use?

A: The elevators will be available for use, but we may limit the number of elevators operating during the construction period.

Q: Will there be any impact on the barrier-free pathways?

A: While we ensure the pathways for guests, there may be narrowed sections due to temporary barriers.

Q: Are there any changes to the locations for taxis or limousine buses?

A: No, there are no changes.