

「Kuraya」 Luggage Delivery/ Taxi Service

Thank you for choosing 「Kuraya」

We are offering luggage delivery or taxi ticket service for free.

We are offering different service depends on your check in time at the check in office “i-Satellite” so please carefully read and notice as below.

【Service Contents】

For guests visit check in office i-Satellite

- from 9AM~2PM

→Luggage delivery service(We will deliver your luggage inside the accommodation till 6PM)

- from 2PM~9PM

→Taxi service(We will provide “Taxi Ticket” every 3 guests can take taxi operating in Kyoto up to JPY 3,000)

【Notes】

- Delivery service is available on your check in day. We don't have delivery service on your check out day.
- Delivery service is from check in office “i-Satellite” to Kuraya. We cannot accept delivery service for other places.
- The item we cannot accept. We do not take responsibility for these items below.
 - hazardous materials, animal, perishable products
 - expensive goods and valuables, precision equipment(PC, digital camera, portable game machine, tablet terminals)
 - cardboard boxes
- We will deliver your luggage inside the Kuraya accommodation. Please kindly understand that our delivery staff will enter the accommodation.

We hope these services will help your comfortable stay in Kyoto.

Kuraya Staff