

GARDEN POOL Terms of Use 2025

The following provisions (hereinafter referred to as the “Terms”) are set forth by Hotel New Otani Tokyo (hereinafter referred to as “Hotel”) in order to ensure the safety and comfort of guests visiting the GARDEN POOL (hereinafter referred to as “Pool”). Any matters not provided for herein shall be governed by the Hotel Rules of Conduct. The Terms are subject to change at any time without prior notice.

1. Pool guests are required to follow instructions from the lifeguard and Pool staff at all times. Pool guests who are found to be in breach of the Terms, or who do not follow instructions from the lifeguard or Pool staff will be asked to leave immediately. Pool admission fees and parking fees are non-refundable in such cases, or under any other circumstances.
2. Pool guests must present their admission ticket at the Pool reception to be admitted.
3. The Pool may be closed or admission may be unavailable in bad weather conditions, or during maintenance work or special events by the Hotel. Guests seeking admission may be asked to wait in order to avoid overcrowding.
4. Pool guests are requested to use the poolside shower to remove all makeup and suntan lotion/sunscreen before entering the water.
5. Use of deck chairs is limited to one per person.
6. Bathing suits, swim rings, and other equipment are not available at the Pool, including rentals.
7. Pool guests are required to store any valuables in the poolside safety deposit box. The Hotel is not responsible for any lost or stolen property.
8. Press crew authorized by the Hotel may be on site occasionally, without prior notice. (Guests’ privacy will be respected. Please notify Pool staff if you do not wish to be filmed.)
9. Guests who are members of or have any involvement with “boryokudan” (organized crime group), or belong to an “antisocial force” are not admitted to the Pool.
10. Guests with visible tattoos (including tattoo stickers) are requested to cover them with rash guards or elastic tape, etc. Guests refusing to do so or who have tattoos which are deemed by the hotel to be intimidating to other guests are not admitted to the Pool.
11. Those who are not feeling well, have a skin disease or any kind of infectious disease, or are advised by a doctor not to swim are asked to refrain from using the Pool.
12. Diving or underwater swimming is prohibited except in the diving pool.
13. Eyeglasses, watches, jewelry, or any other glass objects may not be worn inside the Pool. Pool guests are requested to wear bathing suits with adequate coverage.
14. Pool guests are requested to refrain from swimming after consuming alcoholic beverages. Do not bring any food or beverage to the Pool. (Beverages for small children are excluded.)
15. Smoking is prohibited in the Pool area . Guests who wish to smoke are requested to use the designated smoking areas.
16. Children 15 years or younger must be accompanied by an adult. Do not leave small children unattended at any time. Please leave baby strollers at the Pool reception.
17. Infants with diapers (not toilet-trained) are not permitted in the main swimming pool. Infants with swim diapers (covered with separate bathing suit) are allowed in the toddlers’ pool only. (Swim diapers are available at the Hotel drugstore Kaizosha.)
18. The most current version of the Terms is posted on the GARDEN POOL website.