

FAQs:

RESERVATIONS:

1. How do I make a booking?
Please fill in ROH(Royal Orchid Holidays) ASQ Hotel Reservation Form and send it with copy of passports for all guest by email to asqhotel@thaiair.co.jp
2. Are the room rates inclusive of tax and service charges? *Yes*
3. Are the room rates per person or per room? *Per person per package*
4. Are discounts applicable for Senior Citizen/Persons with Disability? *No*
5. What is the maximum number of guests per room? *One person per room. However, hotels may allow 2 persons for 1 parent + 1 child. If you need the extra rate for child, please note in the ROH ASQ Reservation Form.*
6. How far is the airport from the hotel? *It depends on hotel location.*

PAYMENTS & REFUNDS:

1. Does the package include air ticket? *No.*
2. Does the property need a deposit or payment in advance? *Hotels need full payment in advance when booking is confirmed.*
3. When do I pay for the booking? *When you receive email confirmation from ROH Reservation.*

BOOKING STATUS:

1. When do I get a confirmation email? *As soon as hotel send confirmation to ROH Reservation.*
2. Where can I check my booking details and status? *Please contact by email to asqhotel@thaiair.co.jp*
3. How do I know if my reservation is confirmed? *Email confirmation will be sent to you*
4. Can I check in without the booking voucher? *You can use reservation code and passport for check-in.*

REBOOKING/CANCELATTION:

1. How can I cancel my booking? *Please send email to asqhotel@thaiair.co.jp for cancellation (Cancellation charge will be applied.)*
2. I want to change my booking dates. How can I do this? *Please send email to asqhotel@thaiair.co.jp for amendment (Amendment fee may be applied. Please check hotel's terns & conditions.)*
3. How do I extend my stay? How can I add extra nights to my booking? *For extension stay, please note in the ROH ASQ Reservation Form.*
4. Can I change the name on my reservation? Is the booking transferable? *No, it is not transferable.*

SPECIAL REQUEST:

1. How can I make a special request? E.g. wheelchair, health conditions (food allergy) *Please note in the ROH ASQ Reservation Form (Special Request).*
2. How will I know if a special request is confirmed? *When you receive email confirmation from ROH Reservation.*
3. Can I request early check-in/late check-out? *Yes, you can but it is subject to hotel confirmation. Please note in the ROH ASQ Reservation Form (Special Request).*
4. Can I choose the type of bed I want, request a smoking or non-smoking room, or request an interconnecting room? *Yes, you can but it is subject to hotel confirmation. Please note in the ROH ASQ Reservation Form (Special Request).*
