

Same-day Laundry Service by MIMARU

FAQ

Q1: Where can I make a reservation?

A: You can make a reservation on the official website below.

<https://mimaruhotels.com/news/same-day-laundry-service>

Q2: How do I make changes to my reservation?

A: If it is still within the free cancellation period, please cancel your existing reservation and make a new one before the reservation deadline.

Please note that we will not be able to accommodate any changes to the reservation after the deadline.

※Free cancellation period = Until 7:00 PM (JST) the day before delivery

※Reservation deadline = Until 11:00 PM (JST) the day before delivery

Q3: How can I cancel my reservation?

A: If you wish to cancel your reservation, please get in touch with us through the Contact Us page. Our customer support team will process your cancellation request.

Please note the following cancellation charges:

Request made after 7:00 PM (JST) the day before delivery: 100%

Cancellation without prior notice: 100%

Q4: What are the delivery areas?

A: Delivery is available in the following areas:

- Tokyo
- Maihama area (Chiba Prefecture)

Please note that unmanned hotels or accommodations without a front desk staff are not eligible for this service.

Q5: How do I use the coupon codes?

A: Please enter the coupon code on the "Discount" field on the reservation screen.

Q6: What are the payment methods?

A: Payment can be made using the following credit cards:
Visa, MasterCard, JCB, American Express, and Diners Club.

Q7: Can you issue official receipts?

A: We can issue official receipts. Please get in touch with us through the Contact Us page.

Q8: Can I use this laundry service even when I'm not staying at MIMARU?

A: This service is available exclusively for guests staying at MIMARU.

Q9: Where should I drop off and pick up the laundry bag?

A: Please place your laundry in the designated laundry bag and drop it off at the MIMARU front desk by 9:00 AM on the day of service.

Please pick it up after 8:00 PM on the same day at the MIMARU front desk or at the front desk of the accommodation specified as the pickup location at the time of booking.

Q10 : Can you store my laundry before/after the laundry service?

A: Our service is a same-day laundry service. We are unable to provide storage services.

Q11: What are your customer support hours and contact information?

A: ■MIMARU Customer Support
<mailto:customer-mimaru@mimaruhotels.com>
9:00 AM–8:00 PM (Open year-round)

Q12: What detergent and fabric softener do you use?

A: The laundry products are from Kimura Soap, a long-established soap manufacturer with a 100-year history. They are formulated with safe and reliable soap made with naturally derived ingredients that are gentle on the environment.

- Uses gentle plant-based ingredients
- Free from bleach, colorants, and fluorescent whitening agents
- Eco-friendly with a highly biodegradable formula that breaks down easily through the natural processes after being rinsed away
- A detergent that returns to nature after use

Q13: Are there any items that cannot be washed?

A: We are unable to accept hazardous items, fragile items, or valuables. Items made from materials that cannot be laundered or garments requiring special cleaning are also not eligible for this service.

※Please refer to the Terms of Service for a list of prohibited items and our disclaimer regarding the washing and drying methods used.

We shall not be liable for any damage or incidents resulting from the inclusion of ineligible items, including but not limited to physical damage, odor transfer, or color/stain transfer.

<https://mimaruhotels.com/shared/kuro-go/pdf/EN-LaundryServiceTerms>

Q14: How is my laundry washed?

A: Each laundry bag is washed and dried separately, and your items will not be mixed with other customers' laundry. All items received will be machine washed and tumble dried at high temperature as is, regardless of material or care label instructions.

Q15: Is it possible to handle laundry items individually?

A: This service is a bulk washing service provided on a per-bag basis (machine wash/high-temperature tumble dry), and the following individual services are not provided:

- ①Stain removal, starching, ironing, or hand finishing
- ②Checking accessories or the contents of pockets (please ensure that valuables and other personal belongings are removed from pockets)

*Please note that we are unable to search for or recover lost items.

Q16: How much can the laundry bag hold?

A: One bag holds approximately 60 T-shirts and can be filled as much as you like.

*We do not accept laundry that has been compressed. If you leave compressed laundry with us, we will recalculate the service fee based on the volume of the laundry in its uncompressed state and charge any additional amount due.

Q17: What should I do if it does not fit in the laundry bag?

A: If you have too much laundry to fit in the bag, please place an additional order.

*If you drop off the laundry with the zipper not fully closed, you will be charged for two bags. If the laundry bag is damaged due to customer negligence or wear and tear, it will be

replaced for a fee. Please be careful not to damage the zipper by overfilling the bag.

Items too large to fit in the laundry bag are not eligible for this service.

Q18: What should I do if I want to take out some of my clothes after they have been picked up?

(E.g. I want to take out one jacket, or if I accidentally included something that does not need to be washed.)

A: As the item has already been collected, we are unable to accommodate requests to remove individual items from the bag, including items that were included by mistake.

Q19: Can I purchase additional laundry bags?

A: Yes. Please place your order through the official website below and then inform the front desk staff.

<https://mimaruhotels.com/news/same-day-laundry-service>

Q20: Can I use a laundry bag from another laundry service, or a large reusable shopping bag, instead of purchasing the designated laundry bag?

A: We cannot accept items in any container other than the designated laundry bag. Please purchase and use the designated laundry bag.