

Notations based on the Specified Commercial Transaction Act

- 【1】 Sales prices
Please [click here](#) for information on sales prices.
- 【2】 Payment methods
Credit card (Visa, MasterCard, JCB, American Express, Diners Club)
You will need to enter your credit card number when applying.
- 【3】 Service period
Service commences upon pickup at the designated location, and will be considered completed upon delivery to the designated location.
- 【4】 Application deadline
Please apply by 11:00 PM the day before pickup.
- 【5】 Notes regarding application withdrawal or cancellation
If done by 7:00 PM the day before pickup: 0%
If done after 7:00 PM the day before pickup: 100%
(Charged as a cancellation fee)
If done with no advance notice: 100% (Charged as a cancellation fee)
*For inquiries, please contact our customer service support
(customer-mimaru@mimaruhotels.com). We will reply within our business hours.
- 【6】 Company name, address, and phone number
Cosmos Hotel Management Co., Ltd.
Shintamachi Bldg. Shiba 5-34-6, Minato-ku, Tokyo
03-5444-3600
- 【7】 Supervisor
President Hideki Fujioka
- 【8】 Contact Address
customer-mimaru@mimaruhotels.com

【9】 Inquiry Hours
9:00 AM – 8:00 PM (JST)

【10】 Sales URL
<https://mimaruhotels.com/en/luggage-delivery>

【11】 Service Precautions

- If you notice any damage to your luggage upon receiving it, please contact our customer center immediately. In addition, unless we are notified within 7 days of the date of delivery, our responsibility for any damage to luggage expires.
Please refer to our [service agreement](#) for other disclaimers and terms.
- As our transport service is provided by chartered vehicles, sales quantities are limited. There is no limit on the quantity you can purchase, but we may limit purchases based on order and delivery constraints.