

# Guest Services Directory

Facilities

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T O K Y O

## A warm and peaceful welcome to Aman Tokyo

Home is not just a place, it is a feeling. During your time at Aman Tokyo, we hope you will find that sense of belonging, here in the heart of the Japanese capital. Where authentic Japanese hospitality meets the respect for local culture, tradition and the environments for which Aman has become renowned.

The art and beauty of the Japanese aesthetic have thoughtfully inspired Aman Tokyo, both inside and out. Today the property serves as a canvas for the spirit of *engawa*, the traditional design principle that harmoniously blends garden and living space. Through this exploration of local philosophy, we welcome families and friends to come together and deepen their connection with nature.

As you pass through the first-floor entrance, we invite you to pause and enjoy the greenery of the Otemachi Forest (*Otemachi no Mori*), a space created to restore a natural, breathable environment in the city. This 3,600-square-meter grove was planted with native species, carefully selected based on extensive research into the area's original ecosystem. By combining evergreen and deciduous trees of varying heights and ages, and arranging them with intentional variation in density, the forest recreates a richly diverse, almost wild landscape—one that evolves with the seasons and provides a sanctuary for a wide array of living creatures. This forest has been left as untouched by humans as possible, preserving its natural beauty and allowing it to thrive as a living, breathing ecosystem in the heart of the city.

Though resting in the centre of Tokyo's vibrant metropolis, Aman Tokyo sits beside this magnificent natural forest. From the upper floors, you can also enjoy sweeping views of the Imperial Palace Gardens

and the distant suburban mountains. Inside, the interior features a rich palette of natural materials including several types of wood such as parasol, chestnut, camphor, cypress, and camellia, alongside stone and washi paper.

At Aman Tokyo, we hope that whether experiencing our serene design, restoring at The Cafe by Aman surrounded by the Otemachi Forest, or embarking on a tranquil spa journey, you will feel a deep connection to the forests that cover almost three-quarters of Japan. This harmony with nature lies at the core of the experience we strive to offer—one that honours and reflects the timeless beauty of Japan's landscapes.

In the meantime, we wish you a restful and enriching stay in our urban sanctuary.

Tomoko Yagi  
General Manager

## Destination Tokyo

Tokyo is the world's most populous metropolis – and also one of its most dynamic.

Tokyo's origins date back to 1603, when Tokugawa Ieyasu established his feudal government in the city of *Edo*. The city was quickly established as Japan's political, economic and cultural centre, and thrived during the 300-year Edo period. It was already the most populous city in the world at that time. Following the Meiji Restoration of 1868, the Emperor moved from Kyoto to Edo and the city was renamed Tokyo, meaning 'eastern capital.'

Today, Tokyo is a vibrant metropolis attracting millions of visitors each year. Its attractions are endless, from high-tech districts and pop culture hubs to beautiful natural spaces. In addition, Tokyo's dining scene boasts more Michelin stars than any other city. It is lauded not only for its *washoku* Japanese food, but also for a variety of international cuisines.

A year-round destination, Tokyo enjoys a moderate climate with four clear seasons. Nature can be appreciated at all times, with cherry blossoms in spring, thriving greenery in summer, striking red leaves in autumn and clear blue skies in winter.

Aman Tokyo rests just steps from Tokyo Station and the Imperial Palace Gardens, while the world-famous *Ginza* shopping area is also close by. The hotel finds some in the prestigious Otemachi district, known as the heart and soul of business and finance in Japan.

## **General Directory**

The team at Aman Tokyo is delighted to be of service at any time during your stay.

### **Front Reception**

Level 33    Extension: Reception

Our receptionist is available 24 hours a day to assist with any request.

### **Concierge Desk**

Level 33    Extension: Concierge

Our Concierge is pleased to offer personalised recommendations for activities and sightseeing in Tokyo, as well as to arrange Aman Journeys and other bespoke excursions. For any business-related services, please do not hesitate to contact the Concierge.

Operating hours: 9am to 7pm

### **Boutique**

Level 33

Our Boutique showcases the Aman Essentials brand featuring leather accessories, ready-to-wear pieces, and the complete Aman Fine Fragrance range. Guests can also purchase a selection of Musashi by Aman original sake, along with a curated assortment of authentic local craft products.

Operating hours: 10am to 6pm

### **Bell Desk**

Level 1    Extension: Bell Desk

Our Bell Desk assist with luggage, arrange courier services, taxis and valet parking services.

## Food and Beverages

### **Arva - Italian Restaurant**

Level 33    Extension: Restaurant

Paying tribute to Italy's rich culinary heritage, Arva celebrates the joy of coming together around the table – a spirit of conviviality that has been cultivated over centuries into a way of life. Open for breakfast as well as lunch and dinner, Arva's menu changes each season, offering a selection of dishes inspired by spring, summer, autumn and winter and transformed by our celebrated chefs into refined versions of beloved Italian classics. Our sommelier can suggest wines from our large glass-fronted cellar. Located on the 33rd floor, the space is centred around an atmospheric open kitchen with views of the Imperial Palace Gardens and Mt. Fuji in the distance. Private dining rooms for group bookings are also available.

Breakfast: 7am to 10am

Lunch: 11.30am to 3.30pm (last orders: 2pm)

Dinner: 5.30pm to 10pm (last orders: Course 8pm, A la Carte 9pm)

### **Musashi by Aman - Edomae Sushi**

Level 34    Extension: Restaurant

Musashi by Aman invites guests to experience Edomae-style sushi in the authentic Japanese omakase dining tradition. Master Chef Musashi travels to Toyosu Fish Market to select the finest and freshest ingredients available that day, pairing them with his self-grown 'shari' (sushi rice) to craft his omakase

menus. Since 2020, Chef Musashi has been cultivating his own rice in his hometown of Yamanashi Prefecture. Using the pure waters of the Mukawa River to nurture his special Hitomebore variety, he returns regularly to tend the fields until harvest. This rice is also used to produce his original sake and craft spirits. The restaurant's ceramics and sake cups are meticulously handcrafted by Chef Musashi himself, using clay sourced from various regions across Japan. Enjoy authentic Edomae-style sushi served on his bespoke tableware, each piece reflecting his deep connection to nature and tradition.

Dinner: 5pm to 10pm (last entry: 8.30pm)

\*Please kindly note that children must be aged 13 or over to dine at Musashi by Aman

\*Closed on Sundays and Mondays

### **The Lounge by Aman - Bar Lounge, All Day Dining**

Level 33    Extension: Restaurant

Located in the Garden Lounge area with floor-to-ceiling views gazing across the city skyline, The Lounge by Aman is the ideal spot for drinks or meals from daytime to night. By day, relax in comfort while enjoying Afternoon Tea and a mouthwatering selection of savouries, pastries and cakes and by night, visit where bartenders bring an extensive cocktail menu to life. Signature cocktails using local ingredients, a distinguished selection of local whiskeys and a wide variety of vodkas, gins, rums, tequilas and selected wines are served.

11am to 11pm (last orders: food at 9pm, drinks at 11pm)

Afternoon Tea: 11am to 4.30pm (last order)

\*Guests under 20 years of age are not permitted in the bar area after 6pm

## **The Café by Aman - Casual Dining**

Level 1, Annex    Extension: Restaurant

Surrounded by soothing greenery, The Café by Aman is set just outside the hotel in the heart of the Otemachi Forest – a calming pocket of nature in the heart of Tokyo. Serving a selection of lunch, dinner and sweet treats, it is an ideal spot for escaping from the bustle of the city for a cup of tea or a glass of Champagne. An outdoor terrace offers the feeling of immersion in the forest while original branded items can also be purchased, making for perfect gifts.

Lunch: 11am to 2.30pm

Forêt Dessert: 1pm to 4pm

Dinner: 5pm to 9pm (last orders: 8pm)

## **In-Room Dining**

Extension: Room Service

The in-room dining menu offers an extensive range of international dishes. A choice of American, continental and Japanese dishes is available for breakfast, while lunch, dinner and late-night menus reflect western, Asian and Japanese cuisines.

Breakfast: available 24 hours

All Day Menu: 11am to 9.30pm

Late-Night Menu: 9.30pm to 6.30am



## **La Pâtisserie by Aman Tokyo – Pastry Shop**

OOTEMORI Basement 2

Extension: Restaurant

La Pâtisserie offers a selection of spectacular culinary creations such as traditional French pastries both petit gateau, whole cakes and homemade breads to takeaway or to enjoy as a delicious lunch on-the-go, alongside freshly prepared sandwiches and artisan coffee. A range of gift items are also available for purchase, including elegant pastries beautifully boxed in Japanese KOBako, Aman Tokyo Juices and handmade chocolates. Please note that this is a cashless outlet, but guests may sign items to their hotel account.

Monday to Friday: 7am to 8pm

Saturday and national holidays: 10am to 7pm

\*Cakes are available from 10am everyday

\*Closed on Sundays

## **Aman Spa**

An oasis set high above the city Aman Spa at Aman Tokyo is one of the largest, most comprehensive hotel spas in Japan's capital with 2,500 square metres of space spanning two floors. Holistic Japanese wellness traditions are at the heart of the treatment menu including the signature Seasonal Journeys.

This quintessentially Japanese approach to wellness – incorporating traditional herb-based therapies, Zen philosophy and meditation – acknowledges that the body's natural state of balance is the key to good health. Additional facilities include a 30-metre heated pool with panoramic city views, and a world-class Fitness Centre with cardio, weight training and functional equipment, as well as dedicated yoga and Pilates studios.

### **Spa Reception**

Level 34    Extension: Spa

For enquiries about the use of Aman Spa facilities and to make reservations, please contact the Spa Reception.

Daily from 6.30am to 10pm

### **Spa Treatments**

Treatments by our Aman Tokyo therapists are offered in private treatment rooms, each featuring a dressing area, steam shower, bathroom and relaxation area. For spa menus and bookings, please refer to the QR code spa menu provided in your suite.

Daily from 10am to 10pm (Last booking for 60-minutes treatment: 9pm)

### **Appointments**

Advance booking is recommended to ensure a wide availability of time and services that are available. Reserve your journey by pressing the 'Spa' button on your guest suite phone. The minimum age for treatments is 16 years.

### **Cancellations**

Although staff will do their utmost to accommodate any booking changes, we kindly ask for a minimum six hours notice. Cancellations made within six hours will be subject to the full charge of the treatment booked. Any cancellations should be made during the spa operation hours (6.30am to 10pm).

### **Fitness Centre**

The spacious, light-filled Fitness Centre is equipped with the latest in cardiovascular and weight-training machinery from Technogym and Life Fitness. TRX and spinning bikes are also available.

Open 24 hours

### **Swimming Pool**

The 30-metre heated swimming pool is lined with generously spaced double daybeds offering spectacular views of Tokyo through floor-to-ceiling glass windows.

Please note that children aged 15 and under are welcome to use the swimming pool when accompanied by a guardian over 18 years old. Infants wearing diapers are not permitted in the pool at any time.

Daily from 6.30am to 10pm

### **Yoga and Pilates Studio**

This light-filled space is equipped with Allegro Reformers and other Pilates and yoga apparatus. Private classes can be arranged.

### **Relaxation**

Both male and female changing areas feature steam rooms, showers, and traditional Japanese hot plunge pools. These are known as the spa's *Misogi* facilities – named for the self-purification undertaken by a mythical *Shinto* hero on his return from the underworld.

Daily from 6.30am to 10pm (Last entry: 9.30pm)

### **Spa Environment**

Please refrain from using mobile phones and smoking in and around the Aman Spa. Please note that the spa facilities, spa treatments and Fitness Centre are available for guests aged 16 and above. Children aged 15 and under are welcome to use the swimming pool when accompanied by a guardian over 18 years old. Infants wearing diapers are not permitted in the pool at any time. Please do not bring valuables into the spa. Safes are provided in every guest suite.

## **Other Facilities and Services**

### **Boardroom and Meeting Room**

Level 33    Extension: Concierge

Equipped with a flat-screen television, the boardroom can accommodate up to 16 guests, while the meeting room can accommodate up to six guests.

### **Currency Exchange**

Level 33    Extension: Reception

Foreign currency can be exchanged 24 hours a day at the Front Desk.

### **Medical**

Extension: Reception

A house-call doctor or a hospital visit can be arranged upon request.

### **Emergencies**

Extension: Emergency

In case of an emergency, please contact Emergency Services immediately.

### **Check Out**

Extension: Reception

Check out is at 12 noon. Should you wish to extend your check-out time, please contact Reception.

Please note that late check out is subject to availability and additional charges may apply.

**Room Amenities**

Extension: Housekeeping

Irons, humidifiers and additional pillows are available upon request. And should you require any additional amenities please feel free to contact Housekeeping.

**Electricity**

Extension: Housekeeping

Voltage in Japan is 100V. For international adaptors, please contact Housekeeping.

**Internet**

Extension: Reception

Aman Tokyo offers complimentary Wi-Fi access throughout the property for guests.

Should you require assistance with connections or LAN cable connections, please contact Reception.

**Mini Bar**

Extension: Housekeeping

Your suite is equipped with a personal mini bar. For additional items please contact Housekeeping.

**Laundry, Dry Cleaning and Shoeshining**

Extension: Laundry

Laundry collected by 10am will be returned to your suite by 6pm the same day.

Please note that laundry collected after 10am will be returned by 6pm the following day.

A shoeshine services is also available upon request.

**Phone Calls**

Extension: Reception

For domestic calls: dial 'O', followed by the phone number.

For international calls: dial 'O', followed by '010 + country code + area code + phone number'.

**Wake-Up Calls**

Extension: Reception

Please contact Reception and advise us of your requested time for the call.

**In-Room Safe**

Extension: Reception

A safe with instructions is provided in your suite. For storing valuable items in safe deposit boxes, or those requiring larger storage space, please contact Reception.

**Babysitter**

Extension: Concierge

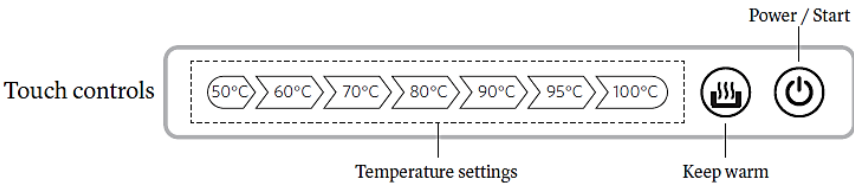
For babysitting arrangements, please contact Concierge.

**Complimentary Activities**

Extension: Reception

For details of our complimentary activity schedule, please contact Reception.

# In-Room Kettle User Guide



### Temperature settings

The diagram illustrates the steps to set a temperature. It shows the temperature settings row with a hand tapping the 70°C icon (labeled 2). To the right, the 'Keep warm' icon (labeled 3) and the 'Power / Start' icon (labeled 1) are shown with a hand tapping the 'Power / Start' icon.

- 1 - Tap 'Power / Start' icon
- 2 - Tap 'Temperature' icon to select desired temperature.
- 3 - Tap again 'Power / Start' icon

For simply boiling to 100°C, tap the icon (100°C) twice.

### Temperature settings and Keep warm

The diagram illustrates the steps to set a temperature and keep it warm. It shows the temperature settings row with a hand tapping the 70°C icon (labeled 2). To the right, the 'Keep warm' icon (labeled 3) and the 'Power / Start' icon (labeled 1) are shown with a hand tapping the 'Keep warm' icon (labeled 4) and then the 'Power / Start' icon (labeled 1).

- 1 - Tap 'Power / Start' icon
- 2 - Tap 'Temperature' icon to select desired temperature.
- 3 - Tap 'Keep warm' icon
- 4 - Tap again 'Power / Start' icon