

# How to Book Sheraton Grande Tokyo Bay Hotel

## Booking by Telephone

### ■ Contact

Sheraton Grande Tokyo Bay Hotel - Rooms Reservation

Tel: +81-47-355-5555 \*Office hours 9:00am-6:00pm

### ■ Reservation flow

1. Contact the hotel via phone.
2. Request hotel's telephone operator to book with "Invincible Unitholders Special Stay Offer", and the phone call will be transferred to the hotel's reservation department.
3. Hotel's reservation staff member will book your room.

### ■ Required Information

Hotel's reservation staff member will ask you the details below to confirm your booking.

- a. Password for this special rate
- b. Reservation full name of guest
- c. Phone number
- d. Email address
- e. Arrival date
- f. Departure date
- g. Number of nights
- h. Number of guests
  - \*Adult (Aged 7 or above/Max 4 people per room)
  - \*Child (Aged 6 or below)
- i. Room type ※The number of beds will be equal to the number of adults.
- j. Marriott Bonvoy number (if applicable)

### ■ Notes

- Please advise hotel's telephone operator that you are interested in booking "Invincible Unitholders Special Stay Offer"
- Hotel's reservation department is open from 9:00am until 6:00pm every day.
- Hotel's reservation staff will verbally ask you the password for this special rate. The password will be required for confirming your booking.
- When the line is busy, the hotel might ask your phone number and a preferable time for them to call you back.

## Booking by Email

### ■ Contact

Email: Sheraton.tokyobay@sheraton.com

Email title: Invincible Unitholders Special Stay Offer

### ■ Reservation flow

1. Fill out the reservation request form and send it to hotel's email address.
2. Hotel will respond to your message with room rates and availabilities.
3. Review the rate and other details and reply to the hotel's message.
4. Your reservation will be confirmed after our reply with your reservation confirmation number.

### ■ Reservation Request Form

- a. Reservation full name: Mr./Ms.
- b. Phone number:
- c. Arrival date: dd/mm
- d. Departure date: dd/mm
- e. Number of nights:                   night(s)
- f. Number of guests  
\*Adult (Aged 7or above/Max 4 people per room):                   adult(s)  
\*Child (Aged 6 or below):                   child/children
- g. Room type:  
※The number of beds will be equal to the number of adults.
- h. Password for this special rate:
- i. Marriott Bonvoy number (if applicable) :

### ■ Notes

- Please note it takes 1-2 business days to respond to your email. If your inquiry is urgent, please call the hotel directly.
- Hotel will not be able to confirm your reservation without the valid password for this special rate.
- Your reservation will be confirmed after the hotel's reply with the reservation confirmation number.
- Please check your email account setting beforehand to receive hotel's email successfully.
- Please note there is a possibility that the hotel contacts you via telephone to clarify your request.