

# Terms of Use



To ensure the public safety and security of our hotel, we kindly ask all guests to comply with the following rules. Failure to observe these regulations may result in the denial of hotel services.

- Please do not use open flames, such as heaters or cooking appliances, in the hallways or guest rooms.
- Our hotel is entirely non-smoking. Please refrain from smoking (including electronic cigarettes, heated tobacco products, and hookahs) in guest rooms, lobbies, and other areas. Smoking is only permitted in designated smoking areas if available.
- Please refrain from singing loudly, making excessive noise, or engaging in any behavior that may disturb other guests.
- Do not bring the following items into the hallways or guest rooms:
  - (a) Animals, birds, or other pets.
  - (b) Items with a strong or offensive odor.
  - (c) An excessive amount of personal belongings.
  - (d) Flammable or combustible materials such as open flames or volatile oils.
  - (e) Firearms, swords, or other weapons not legally permitted for possession.
  - (f) Any other items that may disrupt hotel operations or cause significant inconvenience to other guests.
- Please refrain from gambling or engaging in acts that disrupt public order in the hallways or guest rooms.
- Do not invite visitors into your guest room or allow them to use the room's facilities or equipment without permission.
- Do not use guest rooms or the lobby as an office or business location.
- Please use hotel facilities and equipment for their intended purpose only.
- Do not remove items from guest rooms or move them to other areas of the hotel.
- Please refrain from altering the structure of the hotel building or attaching foreign objects to hotel facilities.
- Do not hang items that damage the hotel's appearance from windows.
- Please do not distribute advertisements or promotional materials to other guests within the hotel.
- Do not leave shoes or other personal belongings unattended in the hallways or lobby.
- Please refrain from ordering food or drinks from outside the hotel.
- Accommodation fees must be paid in advance.
- If you wish to change your length of stay, please inform the front desk in advance.
- If you extend your stay, you must pay the additional accommodation fee in advance.
- Lost and found items will be kept for one month from the date of discovery. However, perishable items such as food and flowers will be disposed of immediately.
- Please take responsibility for safeguarding your cash and valuables. The hotel is not liable for any loss or theft of valuable items.
- Please refrain from wearing loungewear or slippers outside the guest room or bathing areas.
- If you lose your room key card, a reissue fee will be charged at cost.

## Accommodation Terms and Conditions

### [Scope of Application]

**Article 1:** The accommodation agreement and any related agreements entered into between guests and our hotel shall be governed by the provisions of these terms and conditions. Matters not specified in these terms shall be governed by laws or established general customs.

**2.** Notwithstanding the provisions of the preceding paragraph, any special agreements that do not violate the laws and customs shall take precedence provided that our hotel has agreed to them.

### [Application for Accommodation Contract]

**Article 2:** Persons wishing to apply for an accommodation contract with our hotel shall provide the following information:

- (1) Guest name(s)
- (2) Date of stay and expected time of arrival

- (3) Accommodation charges (principally based on the Basic Accommodation Fee shown in Schedule 1)
  - (4) Other matters deemed necessary by our hotel
- 2.If a guest requests to extend their stay beyond the dates mentioned in the aforementioned item (2) during their stay, our hotel will treat it as an application for a new accommodation contract at the time the request is made.

#### **[Establishment of the Accommodation Contract, etc.]**

**Article 3:** The accommodation contract shall be deemed to have been concluded when our hotel has accepted the application as stipulated in the previous article. However, this does not apply if our hotel can prove that it has not accepted the application.

- 2.Upon the establishment of the accommodation contract as stipulated in the preceding clause, the applicant shall pay the deposit amount set by the hotel, up to the accommodation fee for the accommodation period, by the date specified by our hotel.
- 3.The deposit shall first be applied to the final accommodation fee payable by the guest, and in the event of circumstances requiring the application of the provisions of Articles 6 and 18, it shall be applied to the penalty and then to the damages in that order, with any remaining amount refunded at the time of payment of charges under the provisions of Article 12.
- 4.If the guest does not pay the deposit by the date specified in the aforementioned paragraph, the accommodation contract shall lose its effect. This condition applies only if the hotel has specified a payment due date for the deposit and has informed the guest of this.

#### **[Special Agreement Exempting Payment of the Application Deposit]**

**Article 4:** Notwithstanding the provisions of paragraph 2 of the preceding article, our hotel may agree to a special provision that exempts the payment of the application deposit required after the conclusion of the contract.

- 2.When accepting an application for an accommodation contract, if our hotel does not request the payment of the application deposit as specified in paragraph 2 of the previous article or does not specify a payment due date for the deposit, it will be treated as an agreement to the special provision mentioned in the previous paragraph.

#### **[Refusal of Accommodation Contracts]** (Reference: [https://www.mhlw.go.jp/kaiseiryokangyohou/second\\_5.html](https://www.mhlw.go.jp/kaiseiryokangyohou/second_5.html))

**Article 5:** The hotel may refuse to enter into an accommodation agreement in the following cases, based on Article 5 of the Inns and Hotels Act:

- (1) When the accommodation request does not comply with these terms and conditions.
- (2) When the hotel is fully occupied and no guest rooms are available.
- (3) When the person seeking accommodation is deemed likely to engage in acts contrary to laws, public order, or good morals.
- (4) When the person seeking accommodation is clearly recognized as having a designated infectious disease (Class I or II infectious diseases, new strains of influenza, etc.) as specified in Article 2, Paragraph 6 of the Inns and Hotels Act.
- (5) When the guest repeatedly demands unreasonable services such as excessive discounts or upgrades, repeatedly insists on apologies through socially unacceptable means, or engages in behavior such as prolonged verbal abuse or reprimands, causing significant disruption to the provision of services to other guests.
- (6) When the hotel is unable to accommodate guests due to natural disasters, facility malfunctions, or other unavoidable circumstances.
- (7) When the person seeking accommodation is intoxicated or behaves in a manner that may cause significant inconvenience to other guests.
- (8) When the guest is determined to be a member of an antisocial organization (including but not limited to organized crime groups, their members, former members within five years of leaving, quasi-members, affiliated companies, extortionists, or other similar entities).

#### **[Guest's Right to Terminate the Contract]**

**Article 6:** Guests may request to terminate the accommodation contract with the hotel.

- 2.If the hotel terminates all or part of the accommodation contract due to reasons attributable to the guest (excluding cases where the hotel has specified a payment due date for the application deposit according to Article 3, paragraph 2, and the guest terminates the contract before such payment), the hotel shall charge a penalty as specified in Appendix 2. However, in cases where the hotel has agreed to the special provision under Article 4, the obligation to pay the penalty shall only apply if the hotel has notified the guest of such obligation.

#### **[Hotel's Right to Terminate the Contract]**

**Article 7:** The hotel may terminate the accommodation contract under the following circumstances:

- (1) When the guest engages in behavior that violates laws, public order, or good morals during their stay.
- (2) When the guest is clearly identified as being infected with a contagious disease.
- (3) When the demands placed on the hotel exceed reasonable limits regarding accommodation.
- (4) When circumstances beyond the hotel's control, such as natural disasters, prevent the accommodation.
- (5) When a guest engages in or attempts to engage in actions that violate the hotel's regulations, including but not limited to smoking outside designated areas, tampering with fire-fighting equipment, or any other prohibited acts specified by the hotel.

(6) When a guest engages in or attempts to engage in actions that result in the damage of hotel property or disruption of hotel operations, or when a guest engages in violence, coercion, extortion, indecent behavior, forced prostration, intimidating or unreasonable demands towards hotel employees, behavior that violates the privacy or human rights of hotel employees, or other behavior that deviates from social norms or disrupts public order in terms of volume or content, or when it is recognized that such actions were previously performed.

2.If the hotel terminates the accommodation contract based on the provisions of the preceding paragraph, the hotel shall not charge fees for accommodation services that the guest has not yet received.

#### **[Registration of Accommodation]**

**Article 8:** Guests are required to register the following information at the hotel front desk on the day of check-in:

- (1) Guest's name, age, gender, address, and contact information.
- (2) For foreigners: nationality, passport number, port of entry, and date of entry.
- (3) Departure date and estimated time of departure.
- (4) Any other information deemed necessary by the hotel.

2.If a guest intends to make payment for charges as stipulated in Article 12 using methods such as accommodation vouchers or credit cards, they shall present them at the time of registration as mentioned in the preceding paragraph.

#### **[Usage Hours of Guest Rooms]**

**Article 9:** The period during which guests may use the hotel rooms shall be from 2:00 PM on the day of check-in to 11:00 AM the following day (unless otherwise specified by the hotel, such as in special plans).

2. Notwithstanding the provisions of the preceding clause, the hotel may accommodate guests for room use outside the hours specified therein. In such cases, the following additional charges shall apply (within the ranges specified, subject to the hotel's discretion):

- (1) Until 4:00 PM, additional charges per hour (amount determined by the plan or setting).
- (2) From 4:00 PM onwards, 100% of the room rate.

#### **[Compliance with Rules and Regulations]**

**Article 10:** Guests are required to comply with the rules of use and internal regulations posted by the hotel within the hotel premises.

#### **[Operating Hours of Main Facilities]**

**Article 11:** The operating hours of the hotel's front desk are as follows, and detailed operating hours of other facilities will be provided through notices posted in respective areas:

- (1) No curfew
- (2) Front desk: 24 hours

2.The hours specified in the preceding paragraph may be temporarily changed when necessary. In such cases, appropriate notification will be provided.

#### **[Payment of Charges]**

**Article 12:** The breakdown and calculation method of accommodation charges and other fees payable by guests shall be in accordance with Appendix 1.

2.Payment of accommodation charges and other fees specified in the preceding paragraph shall be made at the front desk upon the guest's arrival, using currency or alternative methods such as accommodation vouchers or credit cards approved by the hotel.

3.Even if a guest fails to utilize the room after it has been made available for their use by the hotel, accommodation charges will still be applicable.

#### **[Responsibility of the Hotel]**

**Article 13:** The hotel shall compensate guests for any damages caused by the performance or non-performance of the accommodation contract and related contracts. However, this does not apply if the damages are not attributable to the hotel's fault.

#### **[Handling in Case of Inability to Provide Contracted Room]**

**Article 14:** If the hotel cannot provide the room contracted by the guest, the hotel shall, with the guest's consent, endeavor to arrange alternative accommodation under the same conditions as much as possible.

2.If the hotel is unable to arrange alternative accommodation despite the provisions of the preceding paragraph, the hotel shall compensate the guest with an amount equivalent to the penalty fee, and this compensation shall be deducted from the amount of damages. However, if there are no reasons attributable to the hotel for the inability to provide the room, no compensation fee shall be paid.

#### **[Handling of Deposited Items, etc.]**

**Article 15:** In the event of loss, damage, etc., of items or cash, as well as valuables deposited by the guest at the front desk, the hotel shall compensate for the damages, except in cases of force majeure. However, for cash and valuables, if the guest fails to declare

their type and value, the hotel's liability shall be limited to ¥100,000.

2.The hotel shall not be liable for loss, damage, etc., of items or cash, as well as valuables brought into the hotel premises by the guest and not deposited at the front desk, unless there is intentional or gross negligence on the part of the hotel.

[Storage of Guest Luggage or Personal Belongings]

**Article 16:** If a guest's luggage arrives at the hotel before their check-in and the hotel has obtained consent, the hotel shall responsibly store it until the guest's arrival and hand it over to the guest at the front desk during check-in.

2.If a guest's luggage or personal belongings are left behind at the hotel after check-out, the hotel will store them for one month from the date of discovery. Afterward, valuable items will be handed over to the nearest police station, while other items will be disposed of.

[Responsibility for Parking]

**Article 17:** If a guest uses the hotel's parking lot, regardless of whether the vehicle keys are deposited, the hotel only provides the space for parking and does not assume responsibility for the management of the vehicle. However, if damage is caused due to intentional or negligent actions by the hotel in managing the parking lot, the hotel shall be liable for compensation.

[Guest's Responsibility]

**Article 18:** If the hotel incurs damages due to the intentional or negligent actions of a guest, the guest shall compensate the hotel for the damages incurred.

**Appendix 1:** Breakdown of Accommodation Charges, etc. (Related to Article 2, Paragraph 1, and Article 12, Paragraph 1)

	The total amount payable by the guest.		
	Accommodation fee	Additional charge	Tax
Breakdown	① Basic accommodation fee (room rate)	② Other usage fees	(i)Consumption tax, miscellaneous taxes

(Note)The basic accommodation fee is determined by the rate table provided at the front desk.

**Appendix 2:** Penalty fee (Related to Article 6, Paragraph 2):

		Date of receipt of contract termination notice				
Number of applicants for the contract		No-show	Until 4:00 PM on the day	The day before	2-6 days in advance	7 days in advance
Individual	~10 people	100%	0%	0%	0%	0%
Group	11 people~	100%	100%	50%	30%	10%

(Note)

1. % indicates the ratio of the penalty fee to the basic accommodation fee.
2. In case the contracted period is shortened, regardless of the number of days shortened, the penalty fee equivalent to one day (the first day) will be charged.
3. In the event of contract termination for part of a group (11 or more people), no penalty fee will be charged for the number of guests equivalent to 10% of the total number of guests for accommodation on the day seven days before the accommodation date (or the date when the reservation was made if made after that day), rounding up any fractions.