

# Terms and Conditions for Accommodation

(Scope of Application)

## Article 1

1. The accommodation contract and related contracts concluded between the hotel and the guest shall be governed by the provisions of these terms and conditions. Matters not stipulated in these terms and conditions shall be governed by laws and regulations (referred to as "laws and regulations" hereinafter) or generally established customs.

2. If the hotel agrees to a special agreement, provided it does not violate laws and regulations or established customs, such special agreement shall take precedence notwithstanding the provisions of the preceding paragraph.

(Application for Accommodation Contracts)

## Article 2

1. A person who intends to apply for an accommodation contract with the hotel shall notify the hotel of the following particulars:

1. Name and contact information of the guest(s)

2. Date of accommodation and estimated time of arrival

3. Accommodation charges (according to the basic accommodation charges listed in Appendix 1)

4. Other particulars deemed necessary by the hotel

2. If the guest requests to extend their stay beyond the date specified in item 2 of the preceding paragraph during their stay, the hotel shall consider the existing accommodation contract to have terminated at the time such request is made and will settle the bill accordingly. Thereafter, the continuation of the stay will be treated as a new application for an accommodation contract.

(Establishment of Accommodation Contract and Payment of Deposit)

## Article 3

1. The accommodation contract shall be deemed to have been established when the hotel accepts the application mentioned in the preceding article. However, this shall not apply if the hotel proves that it did not accept the application.

2. When the accommodation contract has been established as stipulated in the preceding paragraph, the guest shall pay a deposit specified by the hotel by the date designated by the hotel, up to the amount of the basic accommodation charges for the accommodation period (for up to three days if the accommodation period exceeds three days).

3. The deposit shall first be applied to the final accommodation charges to be paid by the guest, then to any cancellation charges under Article 6 and any compensation for damages under Article 17, and the remainder, if any, shall be refunded upon payment of charges under Article 12.

4. If the guest fails to pay the deposit by the date specified by the hotel as stipulated in paragraph 2, the accommodation contract shall become invalid. However, this shall apply only if the hotel has notified the guest of the deposit payment deadline.

(Special Contracts Requiring No Deposit Payment)

## Article 4

1. Notwithstanding the provisions of paragraph 2 of the preceding article, the hotel may agree to a special contract that does not require the payment of a deposit after the establishment of the contract.

2. If the hotel does not request the payment of the deposit as stipulated in paragraph 2 of

the preceding article, or does not specify the deposit payment deadline, it shall be deemed that the hotel has agreed to a special contract as stipulated in the preceding paragraph.

(Cooperation in Infection Prevention Measures at Facilities)

Article 4-2

1. The hotel may request cooperation from persons intending to stay in the hotel based on the provisions of Article 4-2, paragraph 1 of the Travel Industry Act (Act No. 138 of 1948).

(Refusal to Conclude Accommodation Contract)

Article 5

1. The hotel may refuse to conclude an accommodation contract in the following cases. However, this does not mean that the hotel may refuse accommodation for reasons other than those stipulated in Article 5 of the Inns and Hotels Act:

1. When the application for accommodation does not conform to these terms and conditions.

2. When the hotel is fully booked and no rooms are available.

3. When the person seeking accommodation is likely to conduct themselves in a manner that will violate laws or act against public order or good morals in regard to their stay.

4. When the hotel is unable to provide accommodation due to natural calamities, malfunction of facilities, or other unavoidable causes.

5. When the person seeking accommodation has engaged in behavior that has caused significant inconvenience to other guests.

6. When the person seeking accommodation is a patient with an infectious disease specified in the Inns and Hotels Act (Act No. 138 of 1948, including subsequent amendments) Article 2, paragraph 6.

7. When the person seeking accommodation is clearly unable to pay.

8. When the person seeking accommodation is likely to engage in gambling or conduct acts that violate laws or public order.

9. When the person seeking accommodation has made violent demands or requests that exceed reasonable bounds.

10. When violent demands or requests that exceed reasonable bounds have been made regarding the accommodation (except when the person seeking accommodation requests the removal of social barriers based on the provisions of Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2013)).

11. When the person seeking accommodation has repeatedly made demands that impose excessive burdens on the hotel, severely obstructing the provision of accommodation services to other guests, as stipulated in Article 5-6 of the Inns and Hotels Act Enforcement Regulations.

12. When the applicant for accommodation or the person seeking accommodation is an organization or individual under the control of a crime syndicate.

13. When the guest does not comply with the hotel's established cleaning regulations.

(Explanation of Refusal to Conclude Accommodation Contract)

Article 5-2

Persons intending to stay in the hotel may request an explanation from the hotel regarding the reasons for refusal to conclude an accommodation contract based on the preceding article.

(Right of Guest to Cancel the Contract)

Article 6

1. The guest may cancel the accommodation contract by notifying the hotel. In cases where the guest cancels all or part of the accommodation contract due to reasons attributable to the guest (except when the hotel has requested the payment of the deposit by specifying the deposit payment deadline in accordance with Article 3, paragraph 2, and the guest cancels the contract before the payment), the hotel shall charge a cancellation fee as specified in Appendix 2. However, if the hotel has agreed to a special contract as stipulated in Article 4, paragraph 1, the hotel shall only charge the cancellation fee if the hotel has informed the guest of the obligation to pay the cancellation fee at the time of agreeing to the special contract. If the guest does not arrive by 8:00 p.m. on the day of the stay (or two hours after the specified arrival time if the arrival time has been clearly indicated), the hotel may consider the accommodation contract to have been cancelled by the guest.

(Right of the Hotel to Cancel the Contract)

Article 7

1. The hotel may cancel the accommodation contract in the following cases. However, this does not mean that the hotel may refuse accommodation for reasons other than those stipulated in Article 5 of the Inns and Hotels Act:

1. When the guest falls under any of the items in Article 5, including but not limited to items (3), (4), (5), (6), (7), (8), (9), (10), (11), and (12).

2. When the guest is deemed to act suspiciously.

3. When the guest smokes in bed, damages firefighting equipment, or engages in other prohibited activities stipulated in the hotel's regulations (limited to necessary fire prevention measures).

4. When the guest is a patient with an infectious disease.

5. When violent demands or requests that exceed reasonable bounds have been made regarding the accommodation (except when the guest requests the removal of social barriers based on the provisions of Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2013)).

6. When the guest has repeatedly made demands that impose excessive burdens on the hotel, severely obstructing the provision of accommodation services to other guests, as stipulated in Article 5-6 of the Inns and Hotels Act Enforcement Regulations.

2. When the hotel cancels the accommodation contract based on the preceding paragraph, the hotel shall not charge the guest for services that have not yet been provided. Furthermore, if the hotel cancels the accommodation contract based on the preceding paragraph, the hotel shall not be liable for any damages resulting from such cancellation.

(Explanation of Contract Cancellation)

Article 7-2

Guests may request an explanation from the hotel regarding the reasons for contract cancellation based on the preceding article.

(Registration of Accommodation)

Article 8

1. On the day of accommodation, guests shall register the following particulars (by filling out the registration card):

1. Name, address, and telephone number (including contact information) of the guest(s) (including co-occupants).

2. For foreign guests without a Japanese address, present a passport and allow the hotel to make a copy for record-keeping.

3. Other particulars deemed necessary by the hotel.

2. If the guest intends to pay the charges specified in Article 12 using travelers' checks,

accommodation coupons, credit cards, or other alternatives to currency, these shall be presented in advance at the time of registration mentioned in the preceding paragraph.

(Room Usage Time)

Article 9

1. The guest is entitled to use the hotel room from 3:00 p.m. on the day of arrival until 10:00 a.m. on the day of departure. However, for continuous stays, the guest may use the room all day, except for the arrival and departure dates.

2. Notwithstanding the provisions of the preceding paragraph, the hotel may allow the guest to use the room outside the specified hours. (However, please understand that your

request may not always be accommodated.) In this case, the following additional charges shall apply:

1. Excess charges

- Until 1:00 p.m.: 3,000 yen per room (tax included)

- After 2:00 p.m.: Full day accommodation charge

- Excess charges may vary depending on the reservation method.

(Establishment and Compliance with Regulations)

Article 10

1. The hotel shall establish regulations separately, and persons intending to stay in the hotel shall comply with the regulations along with these terms and conditions.

(Business Hours)

Article 11

1. The business hours of the hotel's main facilities are indicated in the pamphlets provided, notices displayed in various locations, and information in the guest rooms.

2. The business hours mentioned in the preceding paragraph may be temporarily changed if necessary. In such cases, the hotel shall notify guests using appropriate methods.

(Payment of Accommodation Charges, etc.)

Article 12

1. The details and calculation methods of accommodation charges, etc., to be paid by the guest are listed in Appendix 1.

2. Payment of accommodation charges, etc., as mentioned in the preceding paragraph, shall be made in currency or by travelers' checks, accommodation coupons, credit cards, or other methods recognized by the hotel, at the time of the guest's arrival or upon request by the hotel, at the front desk.

3. The hotel shall charge accommodation charges even if the guest voluntarily does not stay after the hotel has made the room available for use.

4. If the hotel provides accommodation plans that include breakfast, lunch, dinner, or ancillary services, the hotel shall charge for those meals or services even if the guest does not consume or use them.

(Responsibilities of the Hotel)

Article 13

1. The hotel shall compensate the guest for any damages caused by the hotel's performance or non-performance of the accommodation contract and related agreements. However, this shall not apply if the damages are not attributable to the hotel.

2. The hotel has received a Fire Prevention Excellent Certification from the fire department and has subscribed to Ryokan Liability Insurance to cover potential fire incidents.

(Handling When Contracted Rooms Cannot Be Provided)

Article 14

1. If the hotel is unable to provide the contracted rooms, the hotel shall arrange, with the guest's consent, accommodation at another hotel with the same conditions as much as possible.
2. If the hotel cannot arrange alternative accommodation as stipulated in the preceding paragraph, the hotel shall pay the guest compensation equivalent to the cancellation charges, and such compensation shall be applied to damages. However, if the hotel is not responsible for the inability to provide the room, compensation shall not be paid.

(Handling of Deposited Articles)

Article 15

1. If the guest deposits articles, cash, securities, or other valuables (including precious items) at the front desk and they are lost or damaged, the hotel shall compensate for the damages unless they were caused by force majeure. However, for cash, securities, and other valuables (including precious items), if the hotel requests the guest to declare their type and value and the guest fails to do so, the hotel shall compensate for the damages up to a maximum of 50,000 yen.
2. If the guest stores cash, securities, and other valuables (including precious items) in a safe, the hotel's regulations for borrowing the safe shall apply notwithstanding the preceding paragraph.
3. For articles, cash, securities, and other valuables (including precious items) brought into the hotel by the guest but not deposited at the front desk, the hotel shall compensate for damages caused by the hotel's intentional or negligent acts. However, for items not declared in advance by the guest as to their type and value, the hotel shall compensate for damages up to a maximum of 50,000 yen unless the hotel was intentionally or grossly negligent.

(Custody of Guest's Baggage and Belongings)

Article 16

1. If the guest's baggage arrives at the hotel before the guest's stay, the hotel shall be responsible for its custody only if the hotel has agreed to it in advance and shall hand it over to the guest when the guest checks in at the front desk.
2. If the guest's baggage or belongings are left behind after the guest has checked out, the hotel shall, in principle, wait for inquiries from the owner and follow their instructions. If there are no instructions from the owner or the owner cannot be identified, the hotel shall keep the items for a specified period, including the day of discovery, and then handle them according to the Lost Property Act. Additionally, food, magazines, and other items deemed to be waste by the hotel shall be disposed of by the hotel at its discretion if there is no contact by the day after check-out.
3. The hotel's responsibility for the custody of the guest's baggage or belongings as mentioned in the preceding two paragraphs shall be in accordance with Article 15, paragraph 1, and paragraph 3, respectively.

(Responsibilities of Guests)

Article 17

1. If the hotel suffers damages due to the intentional or negligent acts of the guest, the guest shall compensate the hotel for such damages.
2. In the event of loss of the room key, a fee of 1,000 yen will be charged.
3. As smoking is prohibited throughout the hotel's facilities (except in designated smoking areas), guests found smoking in the rooms or within the facilities shall compensate for the cleaning costs due to smoking and the loss of room sales.

(Priority Language)

#### Article 18

1. These terms and conditions and other usage regulations are written in Japanese. In the event of any inconsistency or discrepancy between the Japanese text and any translation, the Japanese text shall prevail in all respects.

#### Appendix 1 Breakdown of Accommodation Charges (related to Article 2, paragraph 1 and Article 12, paragraph 1)

- Total amount to be paid by the guest
- Breakdown
  - Accommodation charges: Basic charge and room rate
  - Additional charges: Food and beverage charges (charges for food and beverages other than breakfast), service charges (10% of food and beverage charges)
  - Taxes: Consumption tax (including local consumption tax), accommodation tax (applicable from June 1, 2019)

#### Appendix 2 Cancellation Charges (related to Article 6, paragraph 2)

- Number of rooms applied for: Notification date of contract cancellation
  - No-show: On the day, the day before, 2 days before, 3-7 days before, 8-14 days before, 15-29 days before
  - General (1-14 people): 100%, 100%, 50%, -, -, -, -
  - Group (15 or more people): 100%, 100%, 100%, 80%, 50%, 30%, 20%
  - Note: 1. The percentages are the cancellation charges as a ratio of the basic accommodation charges.
  - 2. If a part of the reservation for a group (15 or more people) is canceled, no cancellation charges will be applied for the number of rooms equivalent to 10% of the total number of rooms reserved 14 days before the accommodation date (or the date of acceptance if the reservation was made after this date).

#### (Usage Regulations)

In order for all guests to have a safe and comfortable stay, please comply with the following regulations in accordance with Article 10 of these terms and conditions. If these regulations are not followed, the hotel may refuse the use of rooms and facilities based on Article 7, paragraph 1 of these terms and conditions. Additionally, please note that the hotel shall not be responsible for any accidents resulting from non-compliance.

- Please refrain from smoking in places other than designated smoking areas.
- If any damage to the room or its furnishings occurs, cleaning fees will be charged.
- Do not use heating, cooking, or other flame-producing devices inside the hotel.
- Do not bring the following items into the hotel:
  1. Animals or other pets (except for assistance dogs)
  2. Items that emit a foul odor
  3. Excessively large quantities of items
  4. Explosives, volatile oils, or other flammable or combustible substances
  5. Unlicensed firearms or swords
  6. Other items that may threaten the safety of other guests
- Do not engage in gambling or conduct activities that disturb public morals within the hotel.
- Do not make loud noises, sing loudly, or engage in noisy activities that may disturb other guests within the hotel.
- Refrain from using sleeping pills or other drugs that may cause inconvenience to other guests or the hotel.

- Guests with illnesses that cause discomfort or inconvenience to other guests may be refused accommodation.
  - Do not relocate or alter hotel facilities or equipment without consulting the hotel.
  - Guests shall compensate for any damage, loss, or contamination of buildings, furniture, equipment, or other items caused by reasons other than force majeure.
  - Do not use hotel rooms for purposes other than accommodation and dining without the hotel's permission.
  - Do not enter or force entry into non-business areas of the hotel without permission.
  - Do not bring in food or beverages or order delivery from outside without the hotel's permission.
  - Do not distribute or display advertisements or sell goods within the hotel without the hotel's permission.
  - Do not leave belongings in hallways or lobbies.
  - Do not display items in the windows that may detract from the hotel's appearance.
  - The hotel does not accept payment on behalf of guests for shopping expenses, ticket fares, taxi fares, postage stamps, luggage shipping fees, etc.
  - Lost and found items will be handled in accordance with the law.
  - Please deposit cash, precious metals, and other valuables in the safe (free) or at the front desk during your stay. The hotel is not responsible for any loss outside these areas.
  - Accommodation for minors without a guardian's permission is not allowed.
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- If you change your planned stay dates, please notify the front desk in advance. In case of extension, payment up to that point is required.
  - Please settle your bill at the front desk whenever requested by the front desk during your stay.
  - Payment of charges shall be made in currency or by credit card recognized by the hotel at the front desk. Payment by checks other than travelers' checks is not accepted.
  - Photos taken within the hotel for business purposes may be subject to legal action, so please be cautious.
  - In addition to the stipulated taxes, an extra service charge may be applied for services beyond the normal scope.
  - Tips to employees are politely declined.
  - Do not go out into hallways or other areas outside the room in nightwear, pajamas, or slippers.
  - Only guests who have made a reservation and have an established accommodation contract may use the guest rooms and guest-only areas. Please conduct meetings with non-guests in the lobby.

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