

Scope of Application

Article1. The accommodation contract and related contracts between the hotel and the guest is established in accordance with this terms and conditions, and particulars which are not regulated in this terms and conditions will be based on laws and regulations in general. 2. When the hotel accepts the special contract that does not violate the laws and regulations, the special contract will take precedence over the regulations in previous section. Application for accommodation contracts Article2. The guest who applies for an accommodation contract should provide the hotel with following information ;

- (1) Name of the guest
- (2) Date of accommodation and estimated arrival time
- (3) Contact information of the guest, i.e.phone number and address
- (4) Any other information that the hotel acknowledges as necessary

2. During his/her stay, if the guest requests an extension of accommodation beyond the date in previous section (2), this request will be considered as a new application for accommodation contract. In addition, any personal information provided by the guest should be confidential and should not be released without consent from the guest except following cases ;

- (1) When the hotel receives Official inquiry based upon laws and regulations by police and courts
- (2) Serious and/or urgent matters for the guest, the hotel, or a third party Conclusion of Accommodation contract

Article3. Accommodation contract will be concluded upon an acceptance of application as stipulated in a previous article ; however, it is not applied if it is proved that the hotel does not accept the application.

2. Upon a conclusion of accommodation contract in accordance with the previous section, the guest will be requested to pay deposit, which will be fixed by the hotel within the limit of basic accommodation fee for accommodation period (3days maximum if the stay exceeds 3days), by the date notified by the hotel.

3. The deposit is first used for entire accommodation fee to be paid by the guest at the last day of stay, and then used as cancellation fee and compensation fee in the case, which the article6 and 18applied. Any remainder will be refunded at the time of payment of accommodation fee described in article12.

4. In the case when the deposit is not made by the due date as stipulated in the section2, accommodation contract will be regarded as invalid. However, it will apply only when the hotel informs the guest when the date of deposit due is fixed.

Special contract of no-accommodation deposit

Article4. Despite the provision of section2 in the previous article, the hotel shall apply the no

deposit contract after a conclusion of accommodation contract.

2. Upon the acceptance of accommodation contract, special contract described in the previous section will be accepted by the hotel, if the hotel does not request any deposit or does not specify the date of payment of deposit. Refusal of conclusion of accommodation contract

Article5. The hotel will not accept conclusion of accommodation contract under following cases ;

- (1) When the application for accommodation is not made by this terms and conditions
- (2) When the rooms are fully reserved and the hotel has no availability
- (3) When the guest is acknowledged as an individual who violates the provisions of laws, public laws, and public morals
- (4) When it is obvious that the guest carries an infectious disease
- (5) When the guest is a member of gangsters that are specified by “a regulation of prevention of unjust conducts by gangsters” (enforced March1, Heisei4), related to those gangsters, or a member of anti-social influences
- (6) When the guest(s) is a gangsters or a corporation/group whose business activities managed by gangsters
- (7) When the guest(s) is a corporation and it includes a member of a gangsters as its staff
- (8) When the guest conducts behaviors which cause tremendous troubles to other guests
- (9) When the guest is acknowledged as an individual who uses violence, threatens, or asks coercive and unreasonable demands to the hotel facilities or the staff of the hotel, or who has a history of those conducts in the past
- (10) In the situation where natural calamity, dysfunction of the facilities, or other unavoidable matters occur and the hotel is not able to offer accommodation
- (11) When the guest is suspected of causing troubles to other guests due to a conditions, such as being intoxicated or his/her behavior causes tremendous troubles to other guests

Rights of cancellation by the guest

Article6. The guest is able to request a cancellation of accommodation contract.

2. The hotel asks for cancellation fee in accordance with the cancellation fee schedule on table2, when the guest is liable and cancels whole or part of his/her accommodation contract.

(Limited to the situation in which the hotel notifies the guest the due date of deposit as described in the section2 of article3, except the situation that the guest cancels the stay prior to the due date of deposit payment.) When the hotel accepts the special contract as described in the section1 of the article4, the guest’s responsibility of payment of cancellation fee is limited to only when the hotel informs the guest to do so.

3. When the guest does not appear by8 : 00pm on the dates of accommodation without contacting the hotel (2 hours from the estimated arrival time if it is informed beforehand), the

hotel treats the contract as being cancelled. Rights of cancellation by the hotel

Article7. The hotel cancels accommodation contract in the following cases ;

- (1) When the guest is acknowledged as an individual whose conducts would violate provisions of laws. Public laws, or public morals, or who has a history of those conducts in the past
- (2) When it is obvious that the guest carries an infectious disease
- (3) When the hotel is unable to offer accommodation due to inevitable reasons such as natural calamity
- (4) When the guest is suspected of causing troubles to other guests due to a condition such as being intoxicated or his/her behavior causes tremendous troubles to other guests
- (5) When the guest is a member of gangsters that are specified by "a regulation of prevention of unjust conducts by gangsters" (enforced March1, Hesei4), related to those gangsters, or a member of anti-social influences
- (6) When the guest(s) is a gangster or a corporation/group whose business activities managed by gangsters
- (7) When the guest(s) is a corporation and it includes a member of a gangster as its staff
- (8) When behaviors of the guest causes tremendous troubles to other guests
- (9) When the guest is acknowledged as an individual who uses violence, threatens, or asks coercive and unreasonable demands to the hotel facilities or the staff of the hotel
- (10) When the guest does not observe prohibited actions regulated by the hotel
- (11) Smoking inn bed, mischief to fire service facilities, and other behaviors that does not observe prohibited actions (limited to the regulations related to fire prevention)

2. When the hotel cancels the accommodation contract due too any cause of the above sections, fees for services that the guest has not received should not be charged.

Registration of accommodation and payment

Article8. The guest registers following information at the front desk on the date of accommodation ;

- (1) Name, age, sex, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, port and date of entry in Japan
- (3) Date and estimated time of departure
- (4) Other information that the hotel acknowledges as necessary

2. If the guest is willing to make a payment (listed in the table1) by travelers check, accommodation coupon, credit cards, or other means that is equivalent to Japanese currency, the guest should present them at the time of registration of information described in the previous section.

3. the guest is responsible of payment of accommodation fee even he/she does not stay the room voluntary after the room is offered by the hotel.

Hours of guest rooms

Article9. The guest is able to occupy the room from15:00pm to11: 00am of next day ; however, if his/her accommodation is continuous, the room is available for the guest all day except the arrival time and the day of departure.

2. The hotel accepts the occupancy of the guest room by the guest regardless of the previous section. In this case, the hotel requests an additional charge as followed ;

(1) 10% of basic room charge every one hour by 17 : 00

(2) Basic room charge after 17 : 00

Observance of regulations

Article10. Guests are expected to observe the regulations that the hotel establishes and notifies in the hotel.

Refusal of continuation of accommodation

Article11. the hotel discontinues offering accommodation in the following cases ;

(1) Any section in the article5 applied to the situation

(2) When the guest does not observe the regulations described in the previous article

Liability of the hotel regarding accommodation

Article12. Liability of the hotel regarding accommodation starts at the time when the guest registers at the front desk or the guest starts occupying the room, and ends at the time of the guest's departure of the room.

2. When the hotel is not able to offer the room to the guest due to the hotel's responsibility, the hotel will assist the same or similar condition of accommodation facility, except the situation in which assisting is unable such as natural calamity. In this case, the hotel will not charge accommodation fee from the day of discontinuation of room offering until departure.

3. The hotel will compensate the guest for the damage due to the accommodation contract or related matters (it is not applied when the damage is not due to the reasons for which the hotel is not liable). Handling of deposited items

Article13. Cash, valuable securities, and jewelries should be kept in safety box. The front desk is not in charge of keeping those valuables.

The hotel will compensate the guest for loss or damage on cash, valuable securities, or jewelries kept in safety box or deposited at the front desk by Hotel Compensate Liability Insurance, except the case of inevitable causes. However, compensation is offered only when the hotel requests a clear statement of types and amount of damaged cash or jewelries. If the guest does not give those statements, compensation amount is limited to 150,000 yen.

2. If the items, which is brought by the guest, and not deposited at the front desk, are loss or damaged due to intention or negligence of the hotel, the hotel will compensate the guest for those damages by Hotel Compensate Liability Insurance. However, the amount of

compensation is limited to 150,000yen if the guest has not give clear statement of a type and amount of items beforehand.

Custody of baggage and belongings of the guest

Article14. When the baggage of the guest is brought to the hotel prior to the guest's arrival, the hotel keeps it with its own responsibility only when the hotel is notified of arrivals of baggage beforehand. The baggage will be handed to the guest when he/she checks in.

2. When the baggage or belongings is left at the hotel after the guest checked out, the hotel will contact the owner and ask for further instruction if the owner of the baggage is identified. If the owner is not identified, the baggage or belongings will be kept for 7days, includes the day of found, and then be treated in according to the law. However, the hotel interprets that the guest left the item intentionally, the item will be disposed.

3. Liability of the hotel regarding custody of guest's baggage and belongings described in section1 is applied correspondingly to the section1 of the previous article.

Liability of parking

Article15. The hotel is not liable for custody of vehicle of the guest. When the guest uses the hotel parking space, the hotel simply offer parking space whether the guest deposits vehicle key or not.

Liability of the guest

Article16. When the guest either intentionally or mistakenly cause damage to the hotel or the third party, the re sponsible guest should compensate the hotel and the third party for the damage.

Regulation of cancellation charge

date of notice of cancellation

		date of notice of cancellation						
		no accommodation	day of accommodation	1 day prior to the accommodation	3 days prior	9 days prior	20 days prior	30 days prior
General Group	1 to 9	100%	100%	50%	20%	-	-	-
	10 to 30	100%	100%	80%	50%	20%	10%	-
	31 and more	100%	100%	80%	50%	30%	20%	10%

Remarks :

1. Percentage represents the rate of cancellation fee to basic accommodation fee.
2. When the length of stay shortened, cancellation fee for one day (the first day) will be charged regardless of how many stays are shortened.
3. When the part of the contract with a group (over15 persons) is canceled, cancellation fee will

not be charged for 10% of the number of guests in the group as of 9 days prior to the accommodation (if the contract is accepted less than 9 days, the day of acceptance of the contract will be applied).

Table 1. Method of calculation of accommodation fee

		Content
Total amount of payment by the guest	Accommodation fee	(1) basic accommodation fee (room charge) (2) Service charge ((1) x10%)
	Additional fees	(3) charges for foods and drinks and other utility fees (4) service fee ((3) x10%)
	Tax	sales tax

When the revenue law is revised, the revised tax rate is applied.

Privacy policy

1. Observance of laws and regulations regarding protection of personal information The hotel recognizes its own business as an enterprise of handling personal information, and observes “a law of protection of personal information” and its related regulations and handles personal information in a proper way.

2. When the hotel obtains personal information, the purpose of usage will be clearly stated, and proper and fair means will be taken to obtain that information.

3. Use of personal information

Personal information obtained by the hotel will be used within the scope of the hotel business or reasonably related scope and necessity of performing its business. Also, when the hotel shares handling of personal information with a third party, or entrusts a third party with handling of personal information, the hotel will supervise the partner and/or the third party with whom the personal information is shared to practice a proper usage of personal information.

4. The hotel does not provide any personal information to a third party without the person’s agreement, except in the following cases ;

(1) A case of protecting individual’s life, physical body, or properties when there is a difficulty of obtaining an agreement from the guest

(2) A case in which the hotel needs to cooperate a national institute or a local public body in order for them to perform their business regulated by laws

(3) When the hotel releases personal information in accordance with other laws. Or when the hotel transfers (or entrusts) a part of information to a third party or divides its business and transfers information to a third party or a divided company who receives business transfer (or business entrust)

5. Management of personal information

The hotel manages personal information safely and makes much effort to prevent loss, alteration, and leakage of personal information.

6. Release, correction, suspension of use, and deletion of personal information

The hotel recognizes the fact that the guest is a holder of right of requesting release, correction, suspension of use, and deletion of personal information and when the request is made, the hotel deals with it immediately (official identification will be asked to identify the guest).

Terms of Use

Due to its nature of the business and in order for guests to stay safe and comfortably, the hotel establishes regulations for use of the hotel facilities in accordance with the article 10 of Terms and Conditions for accommodation, and asks guests to observe those regulations. When the guest does not observe the regulations, the hotel will decline his/her accommodation or use of hotel facilities, moreover, the hotel may ask the guest for taking responsibility of his/her behaviors.

Observed particulars for fire prevention purpose

- 1) Do not use equipment for heating and cooking in the room.
- 2) Smoking is prohibited in the entire hotel except for designated smoking areas (heat-not-burn tobacco only). (If the facility is damaged by smoking, you will be compensated for the damage. If you smoke in the guest room, you will be responsible for the room cleaning fee and compensation for the sales of the guest room.)
- 3) Do not use materials, which cause fire such as fireworks, incenses (joss stick), or candles.

Observed particulars for safety purpose

- 1) Confirm that the door is locked when you leave the room (doors are equipped with automation lock at the hotel).
- 2) Confirm an evacuation route from the guest room, which is, attached the inside of room door.
- 3) While in the room and sleeping, lock the inside key and door hook.
- 4) Please refrain from meeting with visitors in the guest room.

Handling of valuables

- 1) Please deposit cash, valuables, etc. in the safe at the front desk or in the safety box provided in the room. We are not responsible for any loss or theft at other hotel facilities.

Payment

- 1) at the time of arrival, a deposit (an advance) will be requested to be paid.
- 2) Please make payment every 3 days ; however, when the payment exceeds 50,000yen within 3 days or when the hotel requests the payment, please do so.
- 3) The hotel refuses payment or exchanges by any checks other than travelers' checks.

Handling of deposited items

- 1) In principle, period of custody of deposited items is treated as followed ;
 - a) deposited items at the front desk during a period of accommodation

b) left item and lost properties treated by following a law

Prohibited conducts

1. Do not bring materials, which cause troubles to other guests into the hotel ;

a) Dog, cat, , bird, and other animals

b) Gunpowder, flammable oils, and dangerous products that are inflammable

c) Materials that cause an offensive odor (including a perfume with a strong smell)

d) Unlicensed firearm, swords, or others those possessions are prohibited

e) Tremendously large amount of materials

2. Please refrain from conducts that cause trouble or unpleasant to other guests ; a conduct that violate public morals and safety such as gambling, loudness, singing loudly, playing music instruments.

3. Use of the guest room by persons other than registered guest.

4. Do not use the guest room for purposes such as business and office.

5. Do not advertise, distribute, and sell products in the hotel.

6. Do not utilize the hotel facilities and equipment besides a fixed place and purpose, or altering a present condition.

7. Do not photo shoot without permission if it is business purpose, or causes troubles to other guests in the hotel site.

8. Do not hang or display materials by the window that damage the external appearance of the hotel.

9. Do not leave personal belongings at passage and lobby.

Regulation of use

10. Do not order or bring foods and drinks from outside the hotel.

11. Do not go out passage, lobby, restaurants, and bar with wearing yukata and slippers.

12. Except emergency and unavoidable situation, do not enter facilities that are not for guest's use, such as evacuation stairway, the roof, and machinery room.

13. Accommodation of only minor without a permission of guardian is prohibited.

14. When the guest damages, pollutes, or loses the hotel buildings, equipment, and articles, due to causes other

than inevitable situation, the guest is liable for momentary compensation which is equivalent to the damage.

15. Dumping waste from inside the building to the outside is strictly prohibited as there is a risk of accidents.