

Terms and Conditions for Accommodation Contract

Article 1 (Scope of Application)

1. The rules for relations with the Guest who intends to apply for an Accommodation Contract with this Hotel, and (2) the contents of the Accommodation Contract and related contracts concluded with the Guest shall be subjected to the following Terms and Conditions. Anything not included in within the following Terms and Conditions shall be governed by laws and regulations (meaning laws and regulations or those based on laws and regulations. The same shall apply hereinafter) or generally accepted practices.
2. The Guest who intends to apply for an Accommodation Contract with this Hotel, and any Guest staying at this Hotel, shall understand and accept the contents of these Terms and Conditions. The Guest shall comply with them without raising any objections.
3. In the case this Hotel has entered into a special contract with the Guest, insofar as the special contract does not violate laws, regulations and generally accepted practices, notwithstanding the provisions of the preceding Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.
4. Personal information obtained by this Hotel will be handled in accordance with our Company's "Privacy Policy."

Article 2 (Application for Accommodation Contract)

1. A Guest who intends to apply for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
 - (1) Name of Guest(s);
 - (2) Date of accommodation and estimated time of arrival;
 - (3) Accommodation charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No. 1);
 - (4) Other particulars deemed necessary by the Hotel
2. In the case when the Guest requests, during the Guest's stay, extension of the accommodation beyond the date in subparagraph (2) of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such a request is made.

Article 3 (Conclusion of Accommodation Contracts, etc.)

1. An Accommodation Contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Hotel has not accepted the application.
2. In the case when the Hotel has presented an incorrect Accommodation Charge on its website or provided an incorrect Accommodation Charge over the telephone and a request for an Accommodation Charge has been made based on said Accommodation Charge and accepted by the Hotel, and the said Charge is significantly lower than the Accommodation Charges for the dates before or after that, unless there is an indication or notification about the reason why the said Charge is lower, such as "limited," "special," or "campaign," the Hotel will consider the Accommodation Contract invalid since this is an acceptance made by mistake under the Civil Code and will promptly notify the Guest who has made the request.
3. When an Accommodation Contract has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit fixed by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.

4. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, then secondly for the cancellation charges under Article 6, and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charge as stated in Article 12.

5. When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 3, the Hotel shall treat the Accommodation Contract as invalid without any form of notification.

Article 4 (Special Contracts Requiring No Accommodation Deposit)

1. Notwithstanding the provisions of Paragraph 3 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.

2. In the case when the Hotel has not requested the payment of the deposit as stipulated in Paragraph 3 of the preceding Article at the time the application for an Accommodation Contract has been accepted, it shall be treated as if the Hotel had accepted a special contract prescribed in the preceding Paragraph.

Article 4-2 (Request for Cooperation in Infection Prevention Measures at Facilities)

1. This Hotel may request that the Guest seeking accommodation to cooperate in accordance with Article 4-2 Paragraph 1 of The Hotel Business Act (Act No. 138 of 1948), and the Guest seeking accommodation must cooperate in accordance with Paragraph 4 of the same article.

Article 5 (Refusal of Accommodation Contract)

1. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following cases. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of The Hotel Business Act.

- (1) When the application for accommodation does not conform to the provisions of these Terms and Conditions (including the case where there is a violation of these Terms and Conditions when making the request);
- (2) When the Hotel is fully booked and no room is available;
- (3) When the Guest seeking accommodation is deemed liable to act in a manner that will contravene the laws or act against the public order or good morals in regard to the Guest's accommodation;
- (4) When the Hotel determines that the Guest seeking accommodation falls under any of the following items (a) to (c):
 - (a) An organized crime group as defined in Article 2, Paragraph 2 of Act on Prevention of Unjust Acts by Organized Crime Group Members. (Law No. 77 of 1991) (hereinafter referred to as an "organized crime group"), an organized crime group member as defined in Article 2, Paragraph 6 of the same Law (hereinafter referred to as an "organized crime group member"), an associate member of an organized crime group, or a person related to an organized crime group, or other anti-social forces
 - (b) When a corporation or other organization whose business activities are controlled by an organized crime group or an organized crime group member
 - (c) When a corporation has an executive officer who is a member of an organized crime group
- (5) When the Guest seeking accommodation behaves in a manner that causes significant nuisance to other guests.
- (6) When the Guest seeking accommodation is a patient, etc. of a specific infectious disease as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act (hereinafter referred to as a "Patient, etc. of a specific infectious disease").

- (7) When a violent act of demand is committed or a burden exceeding a reasonable range is demanded in connection with the accommodation. (However, if the Guest who intends to stay at the Hotel is subject to the Act for Eliminating Discrimination Against Persons with Disabilities (Act No. 65 of 2013, hereinafter referred to as “the Act”), the Hotel will not accept the request. When requesting the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2, the Hotel will give due consideration in determining whether the burden is beyond reasonable limits.)
- (8) When the Guest seeking accommodation has repeatedly made requests to the Hotel that are deemed to be excessively burdensome and likely to significantly impede the provision of accommodation services to other Guests as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act.
- (9) When the Hotel is unable to provide accommodation due to natural disasters, malfunction of facilities, or other unavoidable reasons.
- (10) When the circumstances fall under the provisions of the Enforcement Regulations of the Hotel Business Act established by the prefecture, etc.
- (11) When the Guest who has requested accommodation has made the request with the concealed intention of seeking personal profit, such as reselling the reserved room or arranging for a fee.
- (12) When the Guest seeking accommodation has in the past caused some kind of problem with a person related to the hotel (including but not limited to officers and employees, guests and business partners)
- (13) When the Hotel considers it inappropriate to provide accommodation to the Guest seeking accommodation for reasons similar to those mentioned above.

Article 5-2 (Explanation of Refusal of Accommodation Contract)

1. If the Hotel does not comply with the request to enter into an Accommodation Contract in accordance with the preceding Article, the Guest seeking accommodation may request an explanation from the Hotel for the reason.

Article 6 (Right to Cancel Accommodation Contracts by the Guest)

1. A Guest may cancel the Accommodation Contract in whole or in part by notifying the Hotel in accordance with the provisions of this Article.
2. In the case when the Guest cancels the Accommodation Contract in whole or in part due to reasons for which the Guest is liable (including, but not limited to, cases due to the Guest's convenience) (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 3 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. In the case when Guest does not arrive by 10 P.M. of the accommodation date without any advance notice (or one hour after the expected arrival time if the Guest has been informed in advance), the Hotel may, at its sole discretion, regard the Accommodation Contract as having been cancelled by the Guest and proceed accordingly. The Guest shall not be entitled to make any claims against such decisions and actions taken by the Hotel.

Article 7 (Right to Cancel Accommodation Contracts by the Hotel)

1. The Hotel may cancel the Accommodation Contract under any of the following cases. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of The Hotel Business Act.

(1) When the Guest is deemed liable to act in a manner that will contravene the laws and regulations, the public order or good morals in regard to the Guest's accommodation, or when the Guest is deemed to have conducted such action.

(2) When the Guest is deemed to fall under any of the following items (a) to (c):

(a) Organized crime group, an organized crime group member, an associate member of an organized crime group, or a person related to an organized crime group or other antisocial forces

(b) When a corporation or other organization whose business activities are controlled by an organized crime group or an organized crime group member

(c) When a corporation has an executive officer who is a member of an organized crime group

(3) When the Guest behaves in a manner that causes significant nuisance to other Guests.

(4) When the Guest is a patient of a specific infectious disease.

(5) When the Guest makes violent demands or is asked to assume an unreasonable burden in relation to the Guest's accommodation (however, when the Guest requests the removal of social barriers pursuant to Article 7 Paragraph 2 or Article 8 Paragraph 2 of the Act for Eliminating Discrimination Against Persons with Disabilities, the Hotel will exercise due consideration in determining whether the burden is beyond reasonable limits.)

(6) When the Guest has repeatedly made requests to the Hotel that are deemed to be excessively burdensome and likely to significantly impede the provision of accommodation services to other Guests as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act.

(7) When the Hotel is unable to provide accommodation due to a natural disaster or other force majeure.

(8) When the circumstances fall under the provisions of the Enforcement Regulations of the Hotel Business Act established by the prefecture, etc.

(9) When the Guest smokes in bed, tampers with fire prevention equipment, or fails to observe any other prohibited activities stipulated by the Hotel (limited to those necessary for fire prevention purposes)

(10) When the Guest causes any problem to the people related to the Hotel (including, but not limited to, officers, employees, guests and business partners)

(11) When the Hotel considers it inappropriate to continue the Accommodation Contract for any reason similar to the above.

2. In the case where the Hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any services which he did not receive during the contractual period.

Article 7-2 (Explanation of Accommodation Contract Cancellation)

1. When the Hotel has cancelled the Accommodation Contract in accordance with the preceding Article, the Guest may request the Hotel to explain the reason therefor.

Article 8 (Registration)

1. The Guest shall truthfully register the following particulars at the Hotel front desk on the day of accommodation:

(1) Name, address and contact details of the guest;

(2) For foreign nationals not residing in Japan, their nationality and passport number;

(3) Other particulars deemed necessary by the Hotel.

2. In the case when the Guest intends to pay the Guest's Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph. A record of such will be kept in a manner that the Hotel deems appropriate. When the Hotel deems necessary, the Guest may make a deposit of an amount that the Hotel deems appropriate.

Article 9 (Occupancy Hours of Guest Rooms)

1. The time during which a Guest is entitled to occupy a guest room in our Hotel shall be from the start time of use (available check-in time) to the end time of use (check-out deadline) as stated in the Hotel at the time the Accommodation Contract is concluded. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival and departure.

2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, the Hotel will charge an extension fee determined at its discretion and presented to the Guest.

3. Regardless of the check-out deadline, once the check-out procedures are completed, the Guest will no longer be able to use the guest room.

Article 10 (Observance of House Rules)

1. While staying at the Hotel, Guests are required to observe the House Rules which have been established by the Hotel and which have been made public by any appropriate means, such as by displaying such regulations within the Hotel. The Guest may request the Hotel to present to them the House Rules at any time and cannot assert as a basis for exemption from liability, etc., that the Guest was not familiar with the contents of the rules.

Article 11 (Business Hours)

1. The opening hours of the main facilities of the Hotel will be indicated in pamphlets and on display in various locations.

2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes. In such a case, the Guest shall be informed by appropriate means.

Article 12 (Payment of Accommodation Charges)

1. The breakdown of the Accommodation Charges, etc. that the Guest shall pay is as listed in the Attached Table No.1.

2. Payment of Accommodation Charges, etc. as stated in the preceding paragraph shall be made at the front desk at the time of the Guest's departure or when requested by the Hotel in Japanese yen, or in alternative means such as accommodation vouchers or credit cards which the Hotel deems acceptable. Please note that the Hotel does not accept payments in foreign currencies or cryptocurrencies.

3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for the Guest by the Hotel and which are at the Guest's disposal.

Article 13 (Liabilities of the Hotel)

1. The Hotel shall compensate the Guest for damage if, through bad faith or gross negligence, the Hotel has caused such damage to the Guest in the fulfillment or nonfulfillment of the Accommodation Contract and/or related agreements.
2. The amount of the liability for damages that the Hotel shall bear under this Contract (regardless of whether it is liability for breach of contract, tort or any other legal liability) shall be limited to the total amount of Accommodation Charge, etc. paid by the Guest to the Hotel at the time the damage occurred (excluding the amount equivalent to consumption tax).
3. The Hotel is covered by the Hotel Liability Insurance in order to deal with unexpected fire and/or other disasters.

Article 14 (Procedure when unable to provide Contracted Rooms)

1. When the Hotel is unable to provide a contracted room to a Guest due to reasons beyond the Hotel's control, the Hotel shall endeavor to arrange accommodation of comparable conditions elsewhere for the Guest. However, this does not apply if the Guest does not wish to be arranged and wishes to explore other accommodations by the Guest.
2. Notwithstanding the provisions of the preceding paragraph, if the Hotel is unable to arrange alternative accommodation for the Guest, the Hotel shall pay the Guest a compensation fee equivalent to the penalty charges set forth in Attached Table 2. This compensation fee has the legal nature of an estimated amount of damages. In addition, if the Hotel is unable to provide a room due to reasons beyond the Hotel's control, the Hotel will not pay compensation.

Article 15 (Handling of Deposited Articles)

1. In the event that loss, breakage or other damage occurs to the goods, cash or valuables deposited by the Guest at the front desk, the Hotel will compensate for the damage in accordance with the insurance clauses of the Hotel in accordance with the provisions of the Commercial Code.
2. The Hotel shall not be liable for any loss, breakage or other damage caused to any items brought into the Hotel by the Guest but not deposited at the front desk. However, if loss, breakage or other damage occurs due to malice or gross negligence on the part of the Hotel, the Hotel will compensate for such damage in accordance with the insurance clauses provisions of the Hotel.
3. The Hotel will not accept artworks, antiques, musical instruments, etc. In addition to the above, there may be cases where the Hotel decides not to accept items etc.

Article 16 (Custody of Baggage and/or Belongings of the Guest)

1. When the baggage of the Guest is brought into the Hotel before the Guest's arrival, the Hotel shall be liable to keep it only when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of the Guest's check-in.
2. If the Guest's baggage or belongings are left behind at the Hotel after check-out and are discovered by the Hotel, in principle, they will be kept for a certain period of time determined by the Hotel, including the day they were found, and then turned over to the nearest police station. In such a case, the Hotel will only need to contact the contact details registered by the Guest in accordance with Article 8.

Article 17 (Liability in Regard to Parking)

1. When a Guest utilizes the parking lot within the Hotel premises, it shall be regarded that the Hotel simply offers the space for parking, and is not taking care of the Guest's vehicle. The Hotel is not responsible for the management of the vehicle or for preventing damage to the vehicle by third parties.

Article 18 (Liability of the Guest)

1. The Guest shall compensate the Hotel for damage caused through intention or negligence on the part of the Guest.

If a Guest has a dispute with a third party other than the Hotel relevant party (including but not limited to other Guests) inside or outside the Hotel premise, the Guest shall settle the dispute at the Guest's own responsibility and the Hotel shall not be liable for settling such dispute.

Article 19 (Disclaimer)

1. The Guest shall be responsible for the Guest's own use of computer communication services both within and outside the Hotel premise (including, but not limited to, the use of the Hotel's network and Internet connection services). The Hotel shall not be liable for any damages suffered by the Guest during the use of computer communication services, including interruption of service due to a system failure or other reasons, or infection by a computer virus. Furthermore, if the Guest causes damage to the hotel or a third party as a result of the Guest's use of computer communication services, the Guest will be required to compensate for such damage.

Article 20 (Changes to these Terms and Conditions)

1. The Hotel may change the contents of the Accommodation Contract in any of the following cases without reaching an agreement with the Guest individually by amending these Terms and Conditions and notifying the Guest of the same in accordance with Paragraph 2, which shall be deemed to be an agreement to the revised Terms and Conditions:

- (1) When the change to these Terms and Conditions is in the general interest of the Guest;
- (2) When the change to these Terms and Conditions does not conflict with the purpose of the Accommodation Contract and is appropriate in light of the necessity for the change, the appropriateness of the content after the change, and other circumstances related to the change.

2. When the Hotel makes any changes to these Terms and Conditions it shall specify the date when the changes will come into effect and shall notify the Guest of the changes, the content of the revised Terms and Conditions and the date when the changes will come into effect via the Internet or any other appropriate means.

Article 21 (Court of Jurisdiction)

1. In the event that a dispute arises concerning the Accommodation Contract and legal proceedings such as prosecution become necessary, the Tokyo Summary Court or the Tokyo District Court shall be the court of first instance with exclusive jurisdiction, depending on the amount of the claim.

Article 22 (Applicable Law and Language)

1. The validity, interpretation and performance of these Terms and Conditions and other terms of use shall be governed by the Japanese law.

2. These Terms and Conditions and other terms of use have been prepared in multiple

languages. However, the Japanese version shall prevail in all respects. All non-Japanese text is for reference only. In the event of any inconsistency or difference between the Japanese and any non-Japanese version, the content of the Japanese version shall prevail in all respects.

Article 23 (Abuse from Guest)

1. If an abuse from the Guest is committed against an employee of the Hotel (this term broadly includes anyone engaged in the business of the Hotel, regardless of position, status, or type of contract), the Hotel will refuse to provide services to the Guest. Furthermore, if the Hotel determines the behavior to be malicious, the Hotel will contact the police, lawyers, etc. and take strict measures, including legal action.

2. The definition of abuse from Guest is as follows:

Requests that are deemed inappropriate or that are intended to achieve a request in a manner that exceeds the scope of what is considered socially acceptable

Please note that the following descriptions are examples and are not limited to them.

- (1) Unreasonable demands for apology
- (2) Excessive or unreasonable demands
- (3) Requests for provision of services that exceeds the scope of what is considered socially acceptable
- (4) Physical attack (assault, injury)
- (5) Psychological attacks (threats, slander, defamation, insults, verbal abuse)
- (6) Intimidating behavior
- (7) Continuous, persistent behavior
- (8) Restrictive behavior (restricting an employee for long periods of time [staying at their position excessively, making phone calls, and other actions that disrupt an employee's work])
- (9) Discriminatory behavior
- (10) Sexual behavior (sexual harassment)
- (11) Attacks or demands against employees
- (12) Recording or filming without a legitimate reason and without consent
- (13) Defamation or the provision or spreading of false information on social media or the Internet
- (14) Demands for exchanges, financial compensation, or apologies without a valid reason

Article 24 (Others)

1. In accordance with the Fire Service Act, the Hotel has installed fire alarms throughout the premise. If the alarm detects a fire or other reason, an announcement may be made over the Hotel's internal broadcasting system. The Hotel shall not be held liable for any damages suffered by the Guest as a result of the internal announcements.

2. For the safety of the Guest, if a "Do Not Disturb" card (or something similar) has been placed on the door of the guest room, the hotel staff will call the Guest via telephone or call the Guest in front of the room if they are unable to contact with the Guest for an extended period of time. Please note that the hotel staff may be forced to enter the guest room if the Hotel deems it necessary, such as in the case of an emergency or if there is no response.

3. The Hotel does not permit the taking of photographs, videos or recordings of any kind for commercial purposes within the guest rooms or on the premises without permission. In addition, even if the footage or recordings are for personal use, the Guest must refrain from posting them on the Internet or spread them via social media for commercial purposes without permission (including live streaming). In some cases, the Guest may

be subject to legal action.

4. The Hotel does not permit meetings between visitors and the Guest in guest rooms. The Hotel will not permit guests (including accompanying persons) other than those registered in accordance with Article 2 of these Terms and Conditions to meet in the guest room or allow them to stay overnight.

5. When the Hotel receives items delivered to a Guest on behalf of the Guest, the Hotel shall not be liable for any loss or damage to such items unless such loss or damage is due to reasons beyond the Hotel's control.

6. The Hotel will not accept applications for residence using the address of the hotel facilities as your resident registration. Proof of stay will be provided by the issuance of an "Accommodation Certificate", not a "Residence Certificate".

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Attached Table No.1 Breakdown of Accommodation Charges (Ref. Article 2, Paragraph 1 and Article 12, Paragraph 1)

Total amount to be Paid by the Guest	Content
Accommodation Charges	Basic Accommodation Charges (Room Charge)
Extra Charges	Extension Charges and Other Usage Charge
Taxes	Consumption Tax / Accommodation Tax / Hot Spring Tax

Remarks

- Those charges are subject to change to revisions of the Tax Laws concerned.
- If the local government where the Hotel is located has implemented an accommodation tax, the accommodation tax will be charged.
- Hotels with hot springs will charge a Hot Spring tax.

Attached Table No.2 Cancellation Charge (Ref. Article 6, Paragraph 2)

If the reservation is cancelled, the Guest will be subjected to the following cancellation charges, counted from the date of use.

The cancellation charge will be calculated based on the estimated amount.

Item		Cancellation Acceptance Date				
		No Show	Arrival Date	Day Before Arrival	9 Days before Arrival	20 Days before Arrival
Staying Guest	General: Maximum 14	100%	80%	20%	-	-
	Group: 15 to 99	100%	80%	40%	10%	-
	Group: 100 or more	100%	100%	80%	20%	10%

(Note)

- *1 The percentages signify the rate of cancellation charge to the Basic Accommodation Charge.
- *2 When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by the Guest regardless of the number of days shortened.
- *3 In the event of cancellation of a contract for a part of a group (15 or more persons), 10% of the number of persons staying at the hotel 10 days prior to the date of stay (or the date of acceptance if the application is accepted after that date) (any fractional number will be rounded up) will not be subject to a penalty.
- *4 If there are changes in dates, the following steps will be taken: 1) Cancellation of the date in question and 2) make a reservation for another date. The above cancellation policy will apply.
- *5 Please note that the above information is subject to change.

House Rules

Welcome. Hotel Guests are kindly requested to observe the rules, outlined in Article 10 of the Accommodation Contract, so that their stay will be both comfortable and safe. If Guests do not observe these rules, the Hotel will be obliged to cancel their accommodations and the related contract as specified in Article 7. Furthermore, please be aware that the Hotel will not take responsibility for any accidents arising from a failure to observe these rules. While in the Hotel, Guests must observe the House Rules that have been established by the Hotel and posted in the Hotel or on its website.

- Please refrain from bringing heating or cooking appliances, irons, etc. into the corridors or guest rooms.
- Please refrain from smoking in bed or other places where fires may easily occur.
- Please refrain from smoking anywhere in the building except designated areas. Please refrain from any other actions that may cause a fire. If smoking (including electronic cigarettes) or cigarette butts are found in a non-smoking room, the Hotel will charge the Guest the actual cost of deodorizing the room and restoring the room to its original state, including cleaning the bedding, curtains, wallpaper, etc.
- Please review the information on evacuation routes that is posted on the inside of the guest room door.
- Please make sure the door is locked securely when you leave the room. (The Hotel has an automatic door lock system.)
- Please use the door latch and lock the door from inside during your stay, especially while sleeping. If a visitor arrives, please do not open the door carelessly and check through the door scope. If the visitor is suspicious, please contact the front desk immediately.
- Even if a Guest requests that cleaning is not required, for hygiene reasons, the Hotel will clean the guest room once every three nights. However, the Hotel will clean guest rooms from time to time when it deems it necessary. Hotel staff may also enter rooms on days other than cleaning days for room maintenance, legal inspections, and emergencies. Guests cannot refuse room cleaning as described in this section.
- Please refrain from meeting visitors in your room.
- Please leave your cash and valuables at the front desk during your stay. Please note that if you do not follow the above procedures and your cash or valuables are lost, damaged or stolen, the Hotel will not be able to compensate for the damage. However, we cannot accept the following items:
 - (1) Works of art, antiques, musical instruments, and other items whose value is ambiguous
 - (2) Devices with information recording devices, such as personal computers and mobile phones
 - (3) Items containing personal information, such as customer lists

- As a general rule, lost or forgotten items will be handled in accordance with the law unless otherwise specified.
- The Hotel will not pay for shopping expenses, airline tickets, train or bus tickets, taxi fares, postage stamps, luggage shipping charges, etc.
- The following organizations and individuals will be denied accommodation and use of hotel facilities:
 - (a) Organized crime groups, members of organized crime groups, organizations related to organized crime groups, and related parties
 - (b) Persons affiliated with corporations or other organizations whose business activities are controlled by organized crime groups or members of organized crime groups
 - (c) Antisocial organizations, antisocial organization members and related parties
 - (d) When assault, injury, intimidation, blackmail, violent demands, or demands for burdens that exceed reasonable limits, or similar acts are recognized
 - (e) Those deemed to be in danger of causing significant inconvenience to other customers, such as drunk persons
 - (f) A person who fails to immediately stop a violation of the hotel rules after receiving a warning from the hotel
 - (1) If any of the above items (a) through (d) is applicable, the Hotel will refuse any and all use of the service from that point onwards.
 - (2) The Hotel may refuse to accommodate guests who are carrying a contagious disease or other illness that may cause discomfort or inconvenience to other guests.
- Please refrain from speaking loudly, singing or making any other noise within the hotel or guest rooms in a manner that may cause discomfort or inconvenience to other guests.
- Please refrain from bringing the following items into the hallways or guest rooms:
 - (a) Animals, birds, and other living creatures, or pets. (However, this does not apply to guide dogs, service dogs, and hearing assistance dogs.)
 - (b) Excessively large quantity of personal goods.
 - (c) Malodorous articles.
 - (d) Explosive, volatile or flammable materials.
 - (e) Unlicensed firearms or swords.
- Please refrain from gambling or any other behavior that may disrupt public morals or order in the hallways or guest rooms, or any behavior that may cause inconvenience or discomfort to other guests.
- Please refrain from bringing visitors into guest room or allowing them to use the facilities and items in the guest room.
- Please refrain from moving or taking out any equipment or items within the hotel premise or using them for purposes other than their intended use.
- Please refrain from attaching foreign objects to the hotel premise and facilities or modifying them in a way that alters their current state.
- Please do not use the rooms or lobby for purposes other than your stay, such as conducting business in the rooms or lobby, without permission from the Hotel.

- Unless there is an emergency or unavoidable circumstance, the Hotel will ask that you refrain from entering restricted areas such as hotel employee areas, emergency stairs, the rooftop, machine rooms, etc.
- If the building, furniture, fixtures or other items are damaged, contaminated or lost due to reasons other than force majeure, you may be required to pay an appropriate compensation.
- Please refrain from distributing advertising material or selling items to other guests within the hotel premise.
- Please refrain from leaving personal belongings in the hallways or lobby.
- In principle, food and drink deliveries must be picked up in the front lobby.

Cancellation Policy for Meals, Banquets, Social Gatherings, and Venues

If the reservation is cancelled, the following cancellation charges will be applied, starting from the date of use.

The cancellation charge will be calculated based on the estimated amount.

Item	Cancellation Acceptance Date							
	Conditions	Arrival day	Day before arrival	2 days before arrival	3-7 days before arrival	8-14 days before arrival	15-30 days before arrival	1-2 months before arrival
Meals	5 people or less	100%	50%	30%	-	-	-	-
	6 to 19 people	100%	80%	50%	30%	-	-	-
	20 or more people or cancelling entirely	100%	100%	80%	50%	30%	-	-
Banquet/Social Gathering Party All you can drink	5 people or less	100%	50%	30%	-	-	-	-
	6 to 19 people	100%	80%	50%	30%	-	-	-
	20 or more people or cancelling entirely	100%	100%	100%	50%	30%	-	-
Venue		100%	100%	80%	50%	30%	20%	10%

*For calculation of the number of days, reservations made up until 5:00 P.M. on the day of reception will be considered as that day.

*Cancellation quantities will be calculated based on the number of reservations made 30 days prior.

*Applies to one or more conference rooms.

* If there are changes in dates, the following steps will be taken: 1) Cancellation of the date in question and 2) make a reservation for another date. The above cancellation policy will apply.

*For reservations including April, special cancellation policy will apply.

* Please note that the above information is subject to change.

Cancellation Policy for Special Periods

- Applicable Period: Reservations including April
- Scope of Application: This applies to the entire reservation period and will be applied to the quoted amount. * If there are changes in dates, the following steps will be taken: 1) Cancellation of the date in question and 2) make a reservation for another date. The below cancellation policy will apply.

Cancellation Acceptance Date	Charging Fee
From 180 to 31 days before the date of the events	30% of venue fee
From 30 to 15 days before the date of the events	50% of venue fee
From 14 to 8 days before the date of the events	70% of venue fee
From 7 days before the date of the events	100% of venue fee

* Please note that the above information is subject to change.