

## **Accommodation terms and conditions**

### **Section 1.** (Scope of the application)

Accommodation contracts and related contracts that this hotel requires for guests shall be set forth in these terms and conditions, and matters not set out in these terms and conditions shall be subject to laws and regulations of accepted laws and customs.

2. If our hotel agrees to a special agreement within the scope of laws and customs, that special agreement shall take precedence, regardless of the regulations of the preceding paragraph.

### **Section 2.** (Application for accommodation contract)

A person who wishes to apply for an accommodation contract with our hotel must provide the following information to our hotel.

- (1) Guest name.
- (2) Accommodation date and estimated time of arrival.
- (3) Accommodation charges (as a general rule, according to the basic accommodation charges Attached in Table 1)
- (4) Other matters deemed necessary by this hotel.

2. If a guest requests to continue staying beyond the accommodation date specified in section 2 of the preceding paragraph during their stay, the hotel will treat the request as having been applied for a new accommodation contract at the time the request is made. .

### **Section 3.** (Establishment of accommodation contract, etc.)

The accommodation contract shall be concluded when the hotel accepts the application set forth in the preceding sections. However, this does not apply if the hotel proves that it has not given consent.

1. When an accommodation contract is concluded by the preceding sections, the hotel will specify when and what date the payment should be paid in.

2. The application fee will first be applied to the final accommodation fee that the guest should pay, and if there is any remaining amount, it will be returned at the time of payment of the Section 12 regulation.

3. If the application fee set forth in Paragraph 2 is not paid by the date specified by the Hotel, the Accommodation Contract shall become invalid. However, this only applies if the hotel notifies the guest of this when specifying the due date for payment of the application deposit.

**Section 4.** (Special agreement that does not require payment of application fee)

Notwithstanding the regulation of Paragraph 2 of the preceding section, the hotel may accept a special agreement in which payment of the application fee set forth in the same paragraph is not required after the conclusion of the contract.

2. When accepting an application for a special accommodation contract, if the hotel does not request payment of the application fee set forth in Paragraph 2 of the preceding section or does not specify the payment date for the application deposit, the hotel shall be deemed to have accepted the special contract set forth in the preceding paragraph.

**Section 5.** (Refusal of concluding the accommodation contract)

The hotel may not accept the conclusion of an accommodation contract in the following cases.

(1) When the application for accommodation does not comply with these terms and conditions:

(2) When there are no rooms available due to full occupancy.

(3) When it is determined that there is a risk of the person seeking accommodation, who may violate the laws and regulations, public order, or good morals regarding accommodation.

(4) When the person seeking accommodation is clearly recognized as having a contagious disease.

(5) When the person is asked to bear more than a reasonable burden for accommodation.

(6) When accommodation is not possible due to natural disasters, facility failures, or other unavoidable reasons.

(7) If the person intending to stay is a member of a designated organized crime organization or a member of a designated organized crime group or related person, or other anti-social forces under the "Act on Prevention of Unjust Acts by Organized Crime Groups, etc." (Act No. 77 of 1991) (hereinafter referred to as "organized crime groups, etc.").

(8) When the person seeking accommodation is a corporation or other organization whose business activities are controlled by an organized crime group, or a member thereof.

(9) When the person seeking accommodation is a corporation or a member of a corporation whose officers are members of an organized crime group, etc.

(10) When a person seeking accommodation engages in behavior that causes significant

inconvenience to other guests.

(11) When a person seeking accommodation makes violence, threats, blackmail, or forcing unreasonable demands against the facility or facility staff, or demands a burden or risks that exceeds a reasonable range;

Or when it is recognized that a similar act has been committed in the past.

**Section 6.** (Guest's right to cancel contract)

The guest may cancel the accommodation contract by notifying the hotel.

1. If the guest cancels all or part of the accommodation contract due to reasons attributable to the guest (in accordance with the regulations of Section 3, Paragraph 2), the hotel will (Excluding cases where payment is requested and the guest cancels the accommodation contract before the payment is made.), charge a penalty fee to the guest as listed in Attached Table 2. However, if our hotel accepts a special agreement under Section 4, Paragraph 1, in accepting the special agreement, our hotel will notify the guest of the obligation to pay a penalty if the guest cancels the accommodation contract.

2. If the guest does not arrive by 8:00 p.m. on the day of accommodation (if the expected arrival time is specified in advance, 2 hours after that time) without contacting the hotel, the hotel will deem it as having been canceled by the guest.

3. When the guest is a member of an organized crime group, etc.

4. When the guest is a corporation or other organization whose business activities are controlled by an organized crime group, or a member thereof.

5. When the guest is a corporation or a member of a corporation whose officers are members of an organized crime group, etc.

6. When a guest makes violence, threats, blackmail, or coercive and unreasonable demands against the facility or facility staff, or demands a burden that exceeds a reasonable range, or when it is recognized that the guest has committed similar acts in the past.

**Section 7.** (Regarding the rights of the hotel in canceling the contract)

The hotel may cancel the accommodation contract in the following cases:

- (1) When the guest is deemed to be at risk of committing, or has committed, an act that violates the laws and regulations, public order, or good morals regarding accommodation.
  - (2) When the guest is clearly recognized as having a contagious disease.
  - (3) When a guest is asked to bear more than a reasonable burden regarding accommodation.
  - (4) When accommodation is not possible due to reasons caused by events of natural disasters.
  - (5) When smoking while sleeping in the bedroom, tampering with firefighting equipment, etc., or otherwise failing to comply with the usage rules established by the hotel. (except for those necessary in fire prevention).
2. When the hotel cancels the accommodation contract based on the regulations of the preceding paragraph, the guest will not be charged for accommodation services, etc. that have not yet been provided to the guest.

**Section 8.** (Registration of accommodation)

Guests are required to register the following information at the hotel's front desk on the day of their arrival.

- (1) Name, age, gender, address and occupation of the guest.
  - (2) For foreigners, nationality, passport number, place of entry, and date of entry.
  - (3) Departure date and scheduled departure time.
  - (4) Other matters deemed necessary by this hotel.
2. If the guest intends to pay the charges set forth in Section 12 using a method that can be substituted for currency, such as a traveler's check, accommodation voucher, or credit card, the guest must present these in advance at the time of registration as set forth in the preceding paragraph.

**Section 9.** (Room usage time)

Guests may use guest rooms at the hotel from 3:00 p.m. to 10:00 till the next morning. However, in the case of consecutive overnight stays, the guest room can be used all day, except for the day of arrival and the day of departure.

2. Notwithstanding the regulations of the preceding paragraph, the hotel may accept the use of guest rooms outside of the hours specified in the same paragraph. In this case, the following

additional charges will be charged.

- (1) 30% of the room charge for up to 3 hours
- (2) 60% of the room charge for up to 6 hours
- (3) For over 6 hours or more, 100% of the room charge (full amount of the room charge)

3. The amount equivalent to the room charge in the preceding paragraph shall be 70% of the basic accommodation charge.

**Section 10:** (Compliance with usage rules)

Guests must comply with the usage rules established by the Hotel and posted within the Hotel.

**Section 11:** The business hours of the main facilities of the hotel are as follows, and detailed business hours of other facilities will be announced in the provided pamphlets, notices in various places, service directories in guest rooms, etc.

(1) Front service hours

7:00 a.m. to 10:00 p.m.

(2) Food and beverage service hours

A. Breakfast 7:30~9:00a.m.

B. Dinner 18:00~21:00p.m.

\*Please note that business hours may change depending on the season.

(3) Shop 7:00 a.m. to 10:00 p.m.

(4) Hot spring bathing 6:00 a.m. to 9:00 a.m. 3:00 p.m. to 11:00 p.m.

**Section 12.** (Payment of fees)

The details of the accommodation charges, etc. to be paid by the Guest and the method of calculation thereof are as listed in Attached Table 1.

2. Payment of the accommodation charges, etc. as stated in the preceding paragraph shall be made in currency or by alternative methods approved by the Hotel, such as traveler's checks, accommodation coupons, credit cards, etc., at the time of the guest's departure or upon request by the Hotel.

Please do so at the front desk when requested.

3. Even if the guest voluntarily chooses not to stay after the hotel has provided a guest room to the guest and the guest is able to use the room, the accommodation fee will still be charged.

**Section 13.** (Responsibility of our hotel)

The Hotel shall compensate the guest for any damage caused to the guest in the performance of the Accommodation Contract and related contracts, or as a result of non-performance thereof. However, this does not apply if the damage is not due to reasons attributable to the hotel.

2. Although our hotel has received the appropriate mark from the fire department, we have hotel liability insurance to protect us from any unexpected fires.

**Section 14.** (When contracted guest room cannot be provided)

If the hotel is unable to provide the guest with the contracted room, the hotel shall, with the consent of the guest, arrange for accommodation at another accommodation facility with the same conditions as possible.

2. Notwithstanding the regulations of the preceding paragraph, if the hotel is unable to arrange other accommodations, the hotel will pay the guest a compensation fee equivalent to the cancellation fee, and the compensation fee will be applied to the amount of compensation for damages. However, if there is no reason attributable to the hotel for the inability to provide a guest room, no compensation fee will be paid.

**Section 15.** (Handling of deposited items, etc.)

If damage such as loss or breakage occurs to goods, cash, or valuables left at the front desk by the guest, the hotel will compensate for the damage, unless the damage is caused by natural disasters. However, in the case of cash and valuables for which the type and value have not been disclosed to the Hotel, the Hotel will compensate for damages up to 150,000 yen.

2. Damages such as loss or damage caused by intentional or negligent behavior on the part of the hotel to items, cash, or valuables brought into the hotel by the guest and not deposited at the front desk. In this case, the hotel will compensate for the damage. However, the hotel will compensate for damages up to 150,000 yen for items for which the type and value were not disclosed in advance by the guest.

**Section 16.** (Storage of guest's baggage or personal items)

If the guest's baggage arrives at the hotel prior to the guest's stay, the guest's baggage will be stored responsibly only if the guest's luggage is approved by the hotel prior to the guest's arrival, and the baggage will be stored at the hotel when the guest checks in at the front desk.

2. If the guest's baggage or personal items are left behind at the hotel after the guest has checked in, and the owner is identified, the hotel will contact the owner and request instructions. However, if there is no instruction from the owner or if the owner cannot be identified, the item will be kept for 7 days including the date of discovery and then delivered to the nearest police station.

3. In the case of the preceding two paragraphs, the responsibility of the hotel for the storage of the guest's baggage or personal items shall be in accordance with the regulations of Paragraph 1 of the preceding section in the case of Paragraph 1, and in the same section in the case of the preceding paragraph.

The provisions of Section 2 shall apply.

**Section 17.** (Parking)

When a guest uses the hotel's parking lot, the hotel rents the space and does not assume any responsibility for managing the vehicle, regardless of whether the vehicle key is entrusted to the hotel. However, in the event that damage is caused intentionally or negligently by the hotel in managing the parking lot, the hotel will be held responsible for compensation.

**Section 18.** (Responsibility of guests)

If the Hotel incurs any damage due to the guest's intentional damage or negligence, the guest shall compensate the Hotel for the damage.

Attached Table 1 Breakdown of accommodation charges, etc. (Related to Section 2, Paragraph 1 and Section 12, Paragraph 1)

Breakdown		
Total amount to be paid by guests		
Accommodation fee	Additional fee	Tax
② Basic accommodation fee (room fee + breakfast and food)	② Additional food and drink (food and drink other than breakfast and mealtimes) and other usage fees	A. Consumption tax (including local consumption tax)
② Service charge (① × 10%)	③ Service charge (③ × 10%)	B. bathing tax

Notes 1. Basic accommodation charges are based on the price list posted at the front desk.

2. Children's rates apply to elementary school students and younger. If meals and bedding similar to those for adults are provided, the fee is equivalent to 70% of the adult rate; if only bedding is provided, the child rate is equivalent to 70% of the adult rate.

A fee equivalent to 30% will be charged.

Attached Table 2 Penalty Fees (Related to Section 6, Paragraph 2)

Number of applicants	Date of receiving notice of contract cancellation											
	Days of not staying	On the day	The day before	2 days ago	3 days ago	5 days ago	6 days ago	7 days ago	8 days ago	14 days ago	15 days ago	30 days ago
Up to 14 people	100%	100%	50%	30%	30%							
15~30	100%	100%	50%	30%	30%	30%						
31~100	100%	100%	80%	50%	30%	30%	20%	20%	10%	10%		
Over 101 individuals	100%	100%	80%	50%	50%	30%	30%	30%	15%	15%	10%	10%

(Note) 1.% is the ratio of the penalty fee to the basic accommodation fee.

2. If the number of contract days is shortened, a penalty fee of one day (first day) will be collected regardless of the number of shortened days.

3. If the contract is canceled for part of a group of guests (15 people or more), 10% (fraction) of the number of guests will be charged 10 days before the stay (if the application is accepted after that day, the date of acceptance).



## Rules of use

Our hotel has established usage rules to ensure the safety and comfort of our guests, so we ask for your cooperation in complying with them as stipulated in Section 10 of the Accommodation Terms and Conditions.

If you do not comply, we may be forced to refuse your stay or use of the hotel's facilities, and in some cases, you may be required to pay for any damages, so please be especially aware of this.

### Matters to be observed for fire prevention

1. Please refrain from smoking in areas where it is likely to cause a fire (smoking in bed or while walking in the building).
2. Please do not bring or use open flames for heating or cooking, irons, etc. in the guest rooms.
3. Please refrain from any other actions that may cause a fire.
4. Please refrain from tampering with firefighting equipment, etc. as this will hinder the maintenance of safety.

### Matters to be observed for security reasons

1. Please make sure to lock the door when leaving the hotel during your stay.
2. When you leave the facility, please leave your key at the front desk.
3. Please refrain from meeting with visitors in your guest room.

Please use the lobby or lounge for meetings.

### Regarding handling of valuables, deposited items, and lost items

1. The safes in the guest rooms are provided for the convenience of our guests, but since they are simple, please do not store cash or valuables in such safes to prevent any accidental loss. Please be sure to clearly indicate the type and price of the item and leave it at the front desk.
2. Please note that we will only compensate you within a certain limit for damages caused by loss, damage, etc. of cash or valuables that are not left at the front desk during your stay. Thank you very much.

### About payment

1. Please note that payment must be made in currency or by traveler's check, accommodation voucher, or credit card approved by the hotel at the front desk upon departure or when requested by the hotel.

Please note that if you wish to pay by means of a traveler's check, accommodation voucher, credit card, etc. that can be used in place of currency, please present this in advance.

2. Please note that we cannot accept payment by check other than traveler's check.

3. If you wish to use the in-house bar etc. by signing in, please present your room key.

Please note that we do not accept reimbursement for ticket fees for various vehicles, taxi fees, stamp fees, shipping fees, etc.

4. Please note that depending on circumstances, a deposit may be required upon arrival.

#### Other matters to be observed

1. Do not bring pets or items into the facility that may cause a nuisance to other guests, dogs, cats, or other animals, ignitable or flammable items, items that emit a foul odor, or other items that are prohibited by law.

2. Please refrain from speaking in a loud voice, singing loudly, making a loud noise, shouting, disturbing public morals, disturbing public order, or engaging in any behavior that may cause a nuisance to other guests.

In particular, we ask that guests with small children please follow the usual discipline.

3. Please do not use the guest rooms, lobby, etc. for other purposes such as business activities (exhibitions, advertisements, public relations, sales, etc.) without permission from the hotel.

4. Please refrain from making any significant changes to the current state of our facilities and equipment or using them for purposes other than their intended purpose.

5. Please do not display or leave items near the window of your guest room, on the balcony, in the hallway, or in the lobby.

6. Please be sure to turn off the hot water supply after using the bath or washroom.

Please be aware that if you allow the water to overflow, it may cause damage to adjacent rooms or downstairs rooms.

7. Please refrain from entering the building wearing geta (Japanese wooden clog for outdoor wear), rubber boots, etc.

8. Please note that we will not allow minors to stay overnight unless they have permission from their guardian.

9. In order to conserve energy efficiently, we ask for your cooperation in conserving electricity and water.

10. Please note that when using the telephone from your room, a 30% facility usage fee will be added.

